

Introduction to Legacy HawkSoft Help Documentation

Version 5 of the HawkSoft Management System has reached its end of support. The following documents are an offline copy of the legacy Version 5 online help portal, provided as a courtesy to your agency, which has elected to remain on HawkSoft version 5.

Please keep the following in mind as you navigate this help documentation:

- To prevent issues with size, portability, and navigability, the Version 5 help documentation has been split into nine PDF files (including this one). If a help topic contains a link to a different topic which does not seem to function properly, it most likely links to a topic contained in a different PDF file. In that case, try searching the other PDF files for the topic named in the link.
- While some topics may mention contacting Product Support for assistance, **please note that HawkSoft Product Support assistance of any kind is no longer available for this version of HawkSoft.**
- While we have done our best to remove any topics relating to online features that are no longer functional, this help documentation may still contain references to features which are no longer functional due to HawkSoft 5's end of support.
- Help and training videos are not available in this help documentation. However, you may still occasionally see references to help or training videos in this documentation.

Commission Tracking Overview

HawkSoft CMS has the ability to track and report commissionable transactions for agents who are paid on a commission basis. CMS gives agencies the tools to reconcile commission transactions and create commission paid reports for the agents and the agency, on a per carrier basis.

You must have the Agents commission basis and amounts set up in the User List and the Agency's commission configured in Policy Company Setup for CMS to calculate commissions. See [Agent Commission Setup](#) and [Agency Commission Setup](#).

If an agency does not pay agents on a commission basis, no commission setup or tracking is necessary.



Commission tracking features are not Trust Accounting features and do not integrate with QuickBooks®.

Commission Tracking Setup

Commission Tracking must first be set up for your agency in order for CMS to begin tracking transactions. This overview lists several articles to help you set up commission basis with each of your carriers and get your agency set up to track and report commissionable transactions for agents who are paid on a commission basis.

[Commission Tracking Setup Overview](#)

Creating Commission Transactions on a Policy

When Commission Tracking in HawkSoft CMS is enabled, CMS begins creating and tracking commission transactions on all policies. Creating a commission transaction on a policy makes it possible for CMS to track and calculate the commission for the agency and the producer.

The following articles explain how a commission transaction is automatically created on a policy in CMS, the steps to manually create a commission transaction for commission statements that are not imported, and how to modify a transaction on a policy.

[Creating Commission Transactions on a Policy](#)

Reconciling Commission Statements

An important step in tracking commissions is reconciling carrier statements and saving the completed, corrected transactions to the policies. These reconciled transactions are used to generate agency and agent commission reports. This overview lists several articles to help you reconcile imported and non-imported commission statements.

[Reconciling Commission Statements Overview](#)

Printing Commission Paid Statements

After reconciling commission statements, your agency is able to generate an Agent or Agency Commission Paid Report. These Reports summarize the commissions due to each agent and/or the agency. An Agent Commission Paid Report is typically distributed to agents to show a summary of commissions paid.

[Printing an Agency Paid Statement](#)

Commission Paid Reports

HawkSoft enables you to create a detailed report of all commission transactions for a specified date period. From this report, you can review commission transactions, customize the report layout, filter the report, and access the client files associated with the transactions.

[Commission Reports](#)

[Creating an Agency Unpaid Commission Report](#)

Modifying a Reconciled Commission Transaction

HawkSoft CMS enables you to modify a reconciled commission transaction directly from a policy. This includes editing transactions that have already been included on a commission paid report.

This article describes the steps to modify a commission transaction directly from a policy. Modifying a previously reconciled transaction will change the results of the commission paid report.

[Correcting a Reconciled Commission Transaction](#)

Commission Tracking Setup Overview

Commission Tracking must first be set up for your agency in order for CMS to begin tracking transactions. The following articles will help you set up commission basis with each of your carriers and set up your agency to track and report commissionable transactions for agents who are paid on a commission basis.

Enabling Commission Tracking

Enabling Commission Tracking turns on the HawkSoft CMS commission tracking feature that tracks and reports on commission transactions as they are created in the database. This includes transactions created by policy downloads, imported commission statements, receipting and invoicing, as well as commission transactions created manually.

Your agency must have commission tracking enabled for CMS to track commissions for producers.

[Enabling Commission Tracking](#)

Agency Commission Setup

HawkSoft CMS enables you to calculate and track commissions paid to or retained by your agency, based on the commission basis set up for each carrier in CMS. This article explains how to set up the carrier commission basis for your agency.

[Agency Commission Setup](#)

Setting Up Carriers with Multiple Commission Schedules

HawkSoft CMS enables you to track commissions for a carrier with multiple commission schedules. This article describes the options for setting up multiple commission schedules for your carriers.

[Setting Up Carriers with Multiple Commission Schedules](#)

Agent Commission Setup

HawkSoft CMS calculates and tracks commissions based on the commission basis set up for each agent in CMS. This article explains how to set up the agent commission basis prior to tracking commissions.

[Agent Commission Setup](#)

Users for Commission and Sales Tracking Only

CMS enables you to create a user profile as a Commissions and Sales Tracking placeholder within CMS. Your agency might need placeholder user profiles for commission and/or sales tracking purposes only. For example, some agencies create a 'House' user to track clients that are assigned to the entire agency within commission and sales reports.

Users marked as Commission and Sales Tracking Only can be assigned to policies as Agents and assigned to clients as Producers/CSRs. These users can appear in Commission, Advanced, Agency Intelligence, and Sales & Retention reports, but cannot log into CMS.

[Commission and Sales Tracking Users](#)

Agent Split Commission Setup

HawkSoft CMS enables you to set up split commissions between two or three producers on a policy. To have CMS calculate split commissions, you must create multiple user profiles. Setting up multiple user profiles might also be useful for situations when an agent might earn a commission structure that is different from their primary commission structure.

[Agent Split Commission Setup](#)

Enabling Commission Tracking

Enabling Commission Tracking turns on the HawkSoft CMS commission tracking feature that tracks and reports on commission transactions as they are created in the database. This includes transactions created by policy downloads, imported commission statements, receipting and invoicing, as well as commission transactions created manually.

Your agency must have commission tracking enabled for CMS to track commissions for producers.

This task is typically performed by an Owner/Administrator, Manager, or Bookkeeper.




Required Permissions:

In order to complete this task, user permissions must be set to include:

Setup > General Configuration

See [Setting User Permissions](#) for more information.

To enable commission tracking

1. Click the  **Settings** icon, and then select **General Configuration** from the main CMS menu bar.

The General Configuration dialog opens with the **General Settings** screen open.

2. Select the Accounting: **Commission Tracking** setting.
3. Click **OK**.

Commission tracking is now enabled and CMS will begin creating and tracking commissionable transactions. Calculations for agency and agent commissions will also be calculated based on percentages entered during [Agency Commission Setup](#) and [Agent Commission Setup](#).

Related Topics

[Commission Tracking Overview](#)

Agency Commission Setup

HawkSoft CMS enables you to calculate and track commissions paid to or retained by your agency, based on the commission basis set up for each carrier in CMS. This article explains how to set up the carrier commission basis for your agency.

This task is typically performed by an Owner/Administrator or Manager.



Required Permissions:


In order to complete this task, user permissions must be set to include:

Accounting > Edit Carrier Commission Settings
Setup > Policy/Company Setup

See [Setting User Permissions](#) for more information.

Setting up agency commissions

Follow the steps below to add the commission basis for a carrier. This must be done for each carrier (each state) and for each policy type that the carrier pays commission for (Auto, Boat, Home, MoPro, Commercial).

1. Click the  **Settings** icon, and then select **Policy/Company Setup** from the main CMS menu bar.
2. Select the appropriate carrier profile.
3. Click **Edit**.
4. Select the **Commission** tab in the carrier profile.

5. Insert the **New** and **Renewal** term Commission Basis using the **Basis** drop-down list.

- **None** – No commission is calculated.
- **Agency Bill** – Calculates the commission based on the amount in the Retained field on an invoice or receipt. Use this when the agency is retaining commission on an invoice or receipt.



If Agency Bill is selected for the New Basis, the Renewal field is grayed out but a commission percentage can still be entered in the Amount field.

- **Premium Paid** – Calculates the commission based on actual premium amount paid.
- **Premium Written** – Calculates the commission based on the total premium amount for new and renewal business, or the pro-rated additional or returned premium amount for a cancellation, reinstatement, or endorsement.
- **Flat Fee** – Calculates a flat dollar amount for each transaction.



The Flat Fee dollar amount will be calculated for every transaction during the New/Renewal term, regardless of the type of transaction.

- **Statement Download** – The carrier downloads the Direct Bill Commission Statement into CMS, and CMS reads the carrier calculations from the downloaded file.



When Statement Download is selected for the New Basis, it also applies to Renewal. The Amount fields are unavailable, since CMS does not calculate agency commissions for carriers that offer downloaded statements.

- **Custom Import** – The carrier sends commission statements as a spreadsheet (CSV, XLSX, or XLS) to be imported with the Commission Importer. CMS reads the carrier calculations from the imported file.



When Custom Import is selected for the New Basis, it also applies to Renewal. The Amount fields are unavailable, since CMS does not calculate agency commissions for carriers that offer downloaded statements.

6. Enter the commission percentage or flat fee amount in the **Percentage (%)**/**Amount** field.
7. **Include Fees:** Check this box if CMS should calculate commission on the fees (i.e. policy fees).

The commission basis is set up for this carrier.

8. Optional: Enter **Agent Commission Exceptions** only when the commission paid to an agent for this particular company and base policy type is different than the rate set in the user's profile. Setting agent commission exceptions for a user overrides the commission set in the user profile. See [Agent Commission Setup](#) for more information.

Agent commission exceptions

- a. Click **Add**.

The **Agent Commission** dialog opens.

- b. Select the **Agent** from the drop-down list.
- c. Select the **New** and **Renewal** commission basis from the **Basis** drop-down list.
 - **None** – No commission is calculated.
 - **Commission Paid** – Calculates the agent's commission as a percentage of the commission amount the carrier pays the agency.
 - **Premium Paid** – Calculates the commission based on actual premium amount paid. This option is not available when the agency commission basis is Premium Written.
 - **Premium Written** – Calculates the commission based on the total premium amount for new and renewal business, or the pro-rated additional or returned premium amount for a cancellation, reinstatement, or

endorsement. This option is not available when the agency commission basis is Premium Paid.

- **Flat Fee** – Calculates a flat dollar amount for each transaction.



The Flat Fee dollar amount will be calculated for every transaction during the New/Renewal term, regardless of the type of transaction.

- d. Click **OK**.

The commission exception has been set and the exception information will appear in the Agent Commission Exceptions box. Repeat steps for other agents as necessary.

9. Click **Finish** to return to the main Policy/Company Setup dialog.
10. Select another carrier to set up commissions for, or click **Close** to exit.

Related Topics

[Policy/Company Setup Overview](#)

[Setting Up Carriers with Multiple Commission Schedules](#)

Setting Up Carriers with Multiple Commission Schedules

HawkSoft CMS enables you to track commissions for a carrier with multiple commission schedules. This article describes the options for setting up multiple commission schedules for your carriers.

Commission schedules are typically set up by an Owner/Administrator, Manager, or Bookkeeper.



This setup does not apply to carriers that download commission statements or send spreadsheets that can be imported. Imported commission statements create the commission transaction with the correct percentages. See the [Carrier Download List](#) to check which of your carriers can download commission statements or provide spreadsheets that can be imported.

In this topic:

[Most Common Commission Basis Setup](#)

[Multiple Carrier Profile Setup](#)



Required Permissions:

In order to complete this task, user permissions must be set to include:

Accounting > Edit Carrier Commission Settings
Setup > Policy/Company Setup

See [Setting User Permissions](#) for more information.

The most common commission basis setup

HawkSoft Inc. recommends that carriers that have multiple commission schedules be set up in [Policy/Company Setup](#) using the most commonly earned new and renewal commission basis. See [Agency Commission Setup](#) for more information.

Example: XYZ Insurance Company has multiple commission schedules set by line of business as listed below. XYZ most commonly writes Home policies, so they set the Agency Commission percentage amount to 12% for new policies and 10% for renewals for this carrier.

Line of Business	New %/Amt	Renew %/Amt
Home	12%	10%
Renters	10%	8%
Condo	10%	8%

The most common percentage earned is used in the example above. During the reconciliation of the commission statement, as you encounter commission transactions that should be paid at a different commission rate, CMS enables you to edit the calculated commission paid amount on the report so it matches the actual amount on the commission statement. See [Modifying Commission Transactions During Reconciliation](#).

Multiple carrier profile setup

The alternate method of setting up a carrier with multiple commission schedules is to create duplicate carrier profiles. This method is typically used if a carrier has multiple commission schedules and the agency writes a significant number of policies with multiple commission structures for the carrier. The separate carrier profiles are configured to have their own commission basis.

Example: XYZ Insurance Company has multiple commission schedules set by line of business, as listed below. Your agency writes a significant number of both Home and Renter policies. Therefore, set the Agency Commission basis to 12% for new policies and 10% for renewals for one carrier profile to be used for Home policies. See [Agency Commission Setup](#). Then, create a duplicate carrier profile (see steps below) for XYZ Insurance Company, with the Agency Commission basis set to 10% for new policies and 8% for renewals to be used for renter policies. Each profile should have a descriptive name in the Unique Name field to be easily identified by a user (ie. XYZHome, and XYZRenter).

Line of Business	New %/Amt	Renew %/Amt
Home	12%	10%
Renters	10%	8%
Condo	10%	10%

Duplicating carrier profiles with different commission schedules

To create the duplicate carrier profile with different commission schedules, CMS has provided shortcuts to use through the Policy Company Setup.

1. Create the duplicate profile. See [Policy Company Setup Shortcuts: Using Copy/Paste to Duplicate Carrier Information](#).
2. Highlight the duplicate copy, and then click **Edit**.
3. Change the **Unique Name** field to a descriptive name, identifying the commission structure for each profile (e.g. XYZHome).
4. Click the **Commission** tab.
5. Click **OK** to close the message.
6. Select a **New** and **Renewal** commission Basis and Amount for this carrier profile.

See [Agency Commission Setup](#) for the commission basis definitions.

7. Verify the information in the other tabs of the duplicate carrier profile (Policy info, Company Info, Coverages) and edit accordingly.
8. Click **OK**.
9. Click **Close** to exit Policy/Company Setup.

This duplicate carrier file is now set to calculate the commission using the commission basis indicated.



When creating a policy, the user must select the correct company in the GPI screen based on the commission received for that policy.

Related Topics

[Carrier Download Setup Overview](#)
[Importing Commission Statements](#)
[Policy/Company Setup Overview](#)

Agency Commission Setup

HawkSoft CMS enables you to calculate and track commissions paid to or retained by your agency, based on the commission basis set up for each carrier in CMS. This article explains how to set up the carrier commission basis for your agency.

This task is typically performed by an Owner/Administrator or Manager.




Required Permissions:
In order to complete this task, user permissions must be set to include:

Accounting > Edit Carrier Commission Settings
Setup > Policy/Company Setup

See [Setting User Permissions](#) for more information.

Setting up agency commissions

Follow the steps below to add the commission basis for a carrier. This must be done for each carrier (each state) and for each policy type that the carrier pays commission for (Auto, Boat, Home, MoPro, Commercial).

1. Click the  **Settings** icon, and then select **Policy/Company Setup** from the main CMS menu bar.
2. Select the appropriate carrier profile.
3. Click **Edit**.
4. Select the **Commission** tab in the carrier profile.
5. Insert the **New** and **Renewal** term Commission Basis using the **Basis** drop-down list.
 - **None** – No commission is calculated.
 - **Agency Bill** – Calculates the commission based on the amount in the Retained field on an invoice or receipt. Use this when the agency is retaining commission on an invoice or receipt.



If Agency Bill is selected for the New Basis, the Renewal field is grayed out but a commission percentage can still be entered in the Amount field.

- **Premium Paid** – Calculates the commission based on actual premium amount paid.
- **Premium Written** – Calculates the commission based on the total premium amount for new and renewal business, or the pro-rated additional or returned premium amount for a cancellation, reinstatement, or endorsement.
- **Flat Fee** – Calculates a flat dollar amount for each transaction.



The Flat Fee dollar amount will be calculated for every transaction during the New/Renewal term, regardless of the type of transaction.

- **Statement Download** – The carrier downloads the Direct Bill Commission Statement into CMS, and CMS reads the carrier calculations from the

downloaded file.



When Statement Download is selected for the New Basis, it also applies to Renewal. The Amount fields are unavailable, since CMS does not calculate agency commissions for carriers that offer downloaded statements.

- **Custom Import** – The carrier sends commission statements as a spreadsheet (CSV, XLSX, or XLS) to be imported with the Commission Importer. CMS reads the carrier calculations from the imported file.



When Custom Import is selected for the New Basis, it also applies to Renewal. The Amount fields are unavailable, since CMS does not calculate agency commissions for carriers that offer downloaded statements.

6. Enter the commission percentage or flat fee amount in the **Percentage (%)**/**Amount** field.
7. **Include Fees**: Check this box if CMS should calculate commission on the fees (i.e. policy fees).

The commission basis is set up for this carrier.
8. Optional: Enter **Agent Commission Exceptions** only when the commission paid to an agent for this particular company and base policy type is different than the rate set in the user's profile. Setting agent commission exceptions for a user overrides the commission set in the user profile. See [Agent Commission Setup](#) for more information.

Agent commission exceptions

- a. Click **Add**.

The **Agent Commission** dialog opens.

- b. Select the **Agent** from the drop-down list.
 - c. Select the **New** and **Renewal** commission basis from the **Basis** drop-down list.
-

- **None** – No commission is calculated.
- **Commission Paid** – Calculates the agent's commission as a percentage of the commission amount the carrier pays the agency.
- **Premium Paid** – Calculates the commission based on actual premium amount paid. This option is not available when the agency commission basis is Premium Written.
- **Premium Written** – Calculates the commission based on the total premium amount for new and renewal business, or the pro-rated additional or returned premium amount for a cancellation, reinstatement, or endorsement. This option is not available when the agency commission basis is Premium Paid.
- **Flat Fee** – Calculates a flat dollar amount for each transaction.



The Flat Fee dollar amount will be calculated for every transaction during the New/Renewal term, regardless of the type of transaction.

d. Click **OK**.

The commission exception has been set and the exception information will appear in the Agent Commission Exceptions box. Repeat steps for other agents as necessary.

9. Click **Finish** to return to the main Policy/Company Setup dialog.
10. Select another carrier to set up commissions for, or click **Close** to exit.

Related Topics

[Policy/Company Setup Overview](#)

[Setting Up Carriers with Multiple Commission Schedules](#)

Commission and Sales Tracking Users

CMS enables you to create a user profile as a Commissions and Sales Tracking placeholder within CMS. Your agency might need placeholder user profiles for commission and/or sales tracking

purposes only. For example, some agencies create a 'House' user to track clients that are assigned to the entire agency within commission and sales reports.

Users marked as Commission and Sales Tracking Only can be assigned to policies as Agents and assigned to clients as Producers/CSRs. These users can appear in Commission, Advanced, Agency Intelligence, and Sales & Retention reports, but cannot log into CMS.

This task is typically performed by an Owner/Administrator or Manager.



Required Permissions:

In order to complete this task, user permissions must be set to include:

Setup > User List

See [Setting User Permissions](#) for more information.

Create Commission and Sales Tracking profiles

You can designate a new profile or an existing profile for tracking purposes.

To create a new profile

1. Click the  **Settings** icon, and then select **User List**.

The **HawkSoft User List** dialog opens.

2. With any user or template selected, click **New**, and then click **OK**.

The profile/template selected in this dialog will not pre-fill information for Commissions and Sales Tracking Only users.

3. Check the **Commissions and Sales Tracking Only** box.
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The screenshot shows a software interface for creating a user profile. The title is 'User Profile for House Account (HOU)'. There are two tabs: 'General' (selected) and 'Commissions'. In the 'General' tab, there are input fields for 'Initials' (containing 'HOU') and 'Name' (containing 'House Account'). A 'Create password' button is next to the 'Initials' field, with a red arrow pointing to it. To the right of these fields are three checkboxes: 'Commissions and Sales tra' (checked), 'Require new Password on' (unchecked), and 'User is inactive' (unchecked). At the bottom right of the 'General' tab is a 'Delete' button.

The **User Profile** dialog changes to only include the **General** and **Commissions** tabs.

4. Enter user **Initials** (must be three alphanumeric characters).



Once user initials have been entered and saved, they cannot be changed.

If you make a mistake when inserting user initials, or need to change them, you must add a new user, and then delete the old profile.

If the old profile is assigned to any policies or clients as an Agent or Producer/CSR, you will need to use [Search and Replace](#) to re-assign the new profile to those clients/policies.

5. Enter the user's **Name** as you would like it to appear on reports.
6. *Optional:* If your agency tracks commission, enter the details of the user's commission.
 - a. Click the **Commissions** tab.
 - b. Set the user's commission **Basis** and **Percentage/Amount** for **New** business.
 - c. Set the user's commission **Basis** and **Percentage/Amount** for **Renewal** transactions.
7. Click **Finish** to close the User Profile dialog.

- Optional: Click **Apply** to save the User List changes, and then add or edit additional user profiles.
 - Click **OK** to close the HawkSoft User List dialog.
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To update an existing profile

- Click the  **Settings** icon, and then select **User List**.

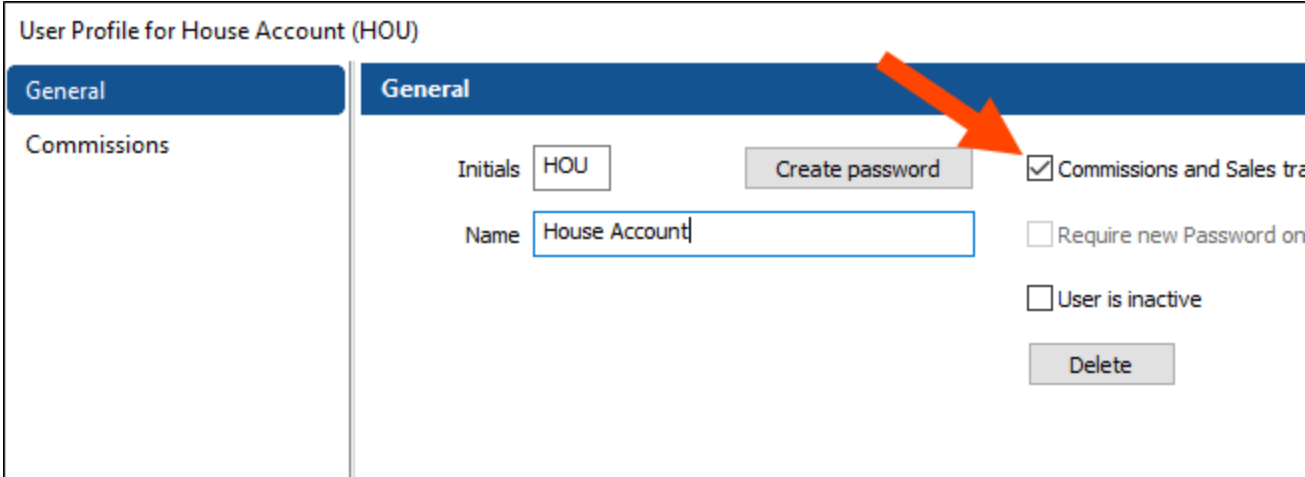
The **HawkSoft User List** dialog opens.

- Select a User profile from the list, and then click **Edit**.



You can't change your own profile to Commissions and Sales Tracking only.

- The User Profile for the selected user opens.
- Check the **Commissions and Sales Tracking Only** box.



User Profile for House Account (HOU)

General

Commissions

Initials Commissions and Sales tra

Name Require new Password on

User is inactive

The **User Profile** dialog changes to only include the **General** and **Commissions** tabs.

- Optional: Make any additional changes on the **General** and **Commissions** tab, as needed.
 - Click **Finish** to close the **User Profile** dialog.
 - Optional: Click **Apply** to save the User List changes, and then add or edit additional user profiles.
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8. Click **OK** to close the HawkSoft User List dialog.

The user profile can be assigned to policies as Agents and assigned to clients as Producers/CSRs. This type of profile can appear in Commission, Advanced, Agency Intelligence, and Sales & Retention reports, but cannot log into CMS.

Related Topics

[Add a New User](#)

[Agent Commission Setup](#)

[Agent Split Commission Setup](#)

[Commission Tracking Overview](#)

[User Setup Overview](#)

Agent Split Commission Setup

HawkSoft CMS enables you to set up split commissions between two or three producers on a policy. To have CMS calculate split commissions, you must create multiple user profiles. Setting up multiple user profiles might also be useful for situations when an agent might earn a commission structure that is different from their primary commission structure.

This article explains how to set up multiple user profiles and how multiple user profiles are used to identify when CMS needs to calculate commission splits.

In this topic:

[Creating Multiple User Profiles for Split Commissions](#)

[Split Commission Profile Example](#)

This task is typically performed by an Owner/Administrator or Manager.




Required Permissions:

In order to complete this task, user permissions must be set to include:

Setup > User List

See [Setting User Permissions](#) for more information.

Creating multiple user profiles for split commissions

1. Click the  **Settings** icon, and then select **User List**.
2. Select the user name that needs the duplicate profile, and then click **New**.
If no user profile exists, see [Add a New User](#).
3. A window opens indicating that the new profile will be based on the selected profile.
4. Click **OK**.
The **User Profile** dialog opens with the **General** tab open.
5. Enter slightly different user initials to identify the producer's split commissions (See [FR2](#) and [RN2](#) in the example below).
6. Enter the **Name** of the user.
7. Leave the **Password** field blank.
This is a duplicate user profile and will not be used to log into CMS.
8. Optional: Select the **User Permissions** side-tab, and then click **Check All**, then click **Uncheck All** permissions.
Because this is a duplicate profile, no user permissions are needed.
9. Select the **Commissions** side-tab.
10. Enter the **New** and **Renewal** term Commission Basis (typically the same as the original profile) and the % / **Amount** to be used by CMS to calculate the split commissions. See the [example](#) below.
11. Click **Finish** to save.
12. Optional: Click **Apply** to save changes and edit a different user's profile.
13. Click **OK** to close the **User List** dialog.

There are now multiple user profiles for this agent. The user profiles determine what commission structure to use when calculating the agent's share of the agency commission.



HawkSoft CMS uses the Agent 1, 2, and 3 fields in the GPI section of a policy to determine which producer(s) will receive commission for the policy. It is important to complete the Agent fields with the correct agent(s) when creating a policy.

Split commission profile example

In the example below, the two agents produce policies with all of the commission due to them as well as commissions split with another agent. Because of the varying commission levels among the agents, multiple user profiles must be set up for each agent. Each profile has its own commission basis set.

Default User Profile - Commission is paid to one agent on a policy

Agent: Frank Roosevelt	User ID: FDR	Commission %: New/Renewal = 50%
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Agent: Richard Nixon	User ID: RMN	Commission %: New/Renewal = 50%
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Split User Profile - Commission is split between two or three agents on a policy

Agent: Frank Roosevelt	User ID: FR2	Commission %: New/Renewal = 25%
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Agent: Richard Nixon	User ID: RN2	Commission %: New/Renewal = 25%
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When Frank Roosevelt is the only agent receiving the commission on a policy, the Agent 1 field on the General Policy Information tab should be set to FDR. This calculates a commission for Frank to 50% on new policies, and 50% on renewal policies.

However, when Frank is splitting commissions with Richard, both Agent 1 and Agent 2 fields on the General Policy Information tab must designate the user ID for the split commission basis (Agent 1= FR2 and Agent 2= RN2). This calculates 25% on new and renewal commissions for both Frank and Richard on this policy. See [General Policy Information](#) for information on Agent 1, 2, and 3 fields.

Related Topics

[Agency Commission Setup](#)

[Creating Commission Transactions on a Policy](#)

[User Setup Overview](#)

Creating Commission Transactions on a Policy

When Commission Tracking in HawkSoft CMS is enabled, CMS begins creating and tracking commission transactions on all policies. Creating a commission transaction on a policy makes it possible for CMS to track and calculate the commission for the agency and the producer.

You must have the Agents commission basis and amounts set up in the User List and the Agency's commission configured in Policy Company Setup for CMS to calculate commissions. See [Agent Commission Setup](#) and [Agency Commission Setup](#).

Commission transactions can be created from any policy changes that generate a commission, or charge-back to the agency and/or agent. For example, when a policy is issued, endorsed, canceled, reinstated, etc.

See [Commission Tracking Setup Overview](#) to enable commission tracking and set up commission basis for your agency and agents.

This article explains how a commission transaction is automatically created on a policy in CMS, and the steps to manually create a commission transaction for any transactions that are not imported into CMS.



Required Permissions:

To perform this task, no specific CMS user permissions are required.

How commission transactions are created

Commission transactions in CMS are created from four possible sources:

See [Agency Commission Setup](#) to set up commission basis for each of your carriers.

- **Imported Commission Statements**

CMS creates commission transactions automatically when commission statements are imported into CMS and the agency reconciles the statements.



[Agency Commission Basis](#) must be set to **Statement Download** for each carrier that downloads, or set to **Custom Import** for each carrier that sends a spreadsheet that can be imported.

See [Importing Commission Statements](#)

- **Retained field on Invoices or Receipts**

CMS creates a commission transaction using the information entered in the **Retained** field on an Invoice or Receipt. The commission transaction is created when a receipt is processed, when a Company Payable per Policy invoice is paid to the agency, or when a Company Payable per Statement invoice is paid to the carrier by the agency.

See [Invoicing Overview](#) for additional information on the invoice types in CMS.



Agency Commission Basis must be set to **Agency Bill**.

- **Policy downloads**

A downloaded file from a carrier that updates a policy, automatically creates a commission transaction.



Agency Commission Basis must be set to **Premium Paid or Premium Written** for each carrier that downloads, or **Custom Import** for each carrier that sends a spreadsheet that can be imported.

- **Manual user input**

For carriers that do not send policy downloads or do not provide the commission statements as a spreadsheet, users must manually create commission transactions by processing policy declarations received from carriers (via mail, email, etc.).



Agency Commission Basis must be set to **Premium Paid or Premium Written** for each carrier that does not download policy changes or send a spreadsheet that can be imported.

Manually creating commission transactions on a policy

Follow this procedure to document and manually create commission transactions as you receive declaration pages from your carrier.



This procedure is not necessary if the carrier sends policy downloads, commission statement downloads, spreadsheets that can be imported, or is set to **Agency Bill** commission basis.

1. Retrieve the client file, and then select the policy that correlates with the policy on the declaration page.

2. Click [Action](#), and then follow the steps below to update policy information to the appropriate Status.

Cancel

To process correspondence regarding cancellation declarations and notices:

- a. In the [Action](#) menu, select one item in each of the first three lists to describe what prompted this transaction.
- b. Click **Change Policy Status**.
- c. Click **Cancelled**.
- d. Select a reason for the cancellation from the **Action** menu.

The list of Cancellation options can be modified. See [Cancellation Sub-Status Setup](#).

- e. Verify **Date** and **Time** information, edit as needed, and then click **OK**.



If you selected **NonPay of Premium** or **Underwriting Reasons**, the Time field and Cancellation form are not available. The **Add Log Entry Comments** dialog opens. Add comments, and then click **OK**.

The **Cancellation Form** dialog opens.

- f. Optional: Create a **Cancellation Request/Policy Release (ACORD 35)** form.

If you don't need to create a Cancellation form, uncheck the **Print Cancellation Form** box, and then skip to the last step to complete the log note.

- i. Leave the **Print Cancellation Form** check box selected to create the form.



Once the form is created, you will have options available in addition to print, such as email, attach, and e-Signature.

- ii. Optional: Enter a reason for the cancellation in the **Cancellation Form Comments** section, to be included on the form.
- iii. Click **OK**.

The **Cancellation Request/Policy Release (ACORD 35)** form opens.

- iv. Edit the form as needed, and then click the **Print or Send** button.

The **Print or Send Document** dialog opens.

This dialog enables you to email, print, and attach the form, as well as send the form for e-Signature.

Print or Send Document options

The following options can be applied to your document before you email, print, send for signature, or attach.



You can use the **Back** button at the bottom of the dialog to return to your form if additional changes are needed.

Example: You can perform any action, such as attach the form, and then go back and modify the form and attach the modified copy as well.

Apply Agent Signature on Action

CMS enables you to select an electronic signature from the **Apply Agent Signature on Action** drop-down list to add to forms that have an Agent or Producer Signature field.



In addition to your own, signatures for other users are available from the drop-down list if permissions have been given.

See [User Signature Setup](#) for more information.

You must have a signature stored in your CMS profile to use this feature. See [User Signature Setup](#) to add a signature to CMS.

CMS enables you to select an electronic signature from the **Apply Agent Signature on Action** drop-down list to add to forms that have an Agent or Producer Signature field.



In addition to your own, signatures for other users are available from the drop-down list if permissions have been given.

See [User Signature Setup](#) for more information.

You must have a signature stored in your CMS profile to use this feature. See [User Signature Setup](#) to add a signature to CMS.

Page Range

Select the specific pages to be included with any of the actions selected below. For example, if a page of the form has exclusions that don't pertain to your state, you can remove that page before sending or printing the form.

Preview

Click to see your signature or to verify that you have selected the correct pages.

Attach a copy of the document to the client file on action below

Select this check box before emailing, printing, or sending the document for signature, and if you want to attach a copy of the document to the client/policy Attachments tab when you are done performing actions.



HawkSoft recommends attaching a copy to the client/policy Attachments tab to take advantage of the [Attachments right-click menu](#) options.


Properties

Click to open the **Edit Attachment Properties** dialog and modify the Description, as well as other attachment details, as needed.

Available Actions

Select any or all of the actions below, as needed. You can select each action in any order. After each action, you will return to the dialog to perform additional options.



A check mark  appears on each action button when completed.

Send Email – The Email Recipients dialog opens. Select the recipients that you want to send the document to. See [Email Recipients](#) for detailed instructions.

A copy of the email, containing the attached document, is saved to the client/policy Attachments list if the **Auto Attach Sent Emails** setting in General Settings is checked.



See [User Email Setup](#) to configure CMS to send emails through your email provider.

Print Copy – The Print dialog opens. Select printing options, and then click **Print**.

Send for E-Signature – The Send Document for E-Signature dialog opens. Add signers and email addresses, select a [template](#) or enter a message, and drag and drop additional documents to send for signature as needed.



See [E-Signature Overview](#) to set up integration between CMS and your e-Signature provider.

Attach Copy – The document is saved and attached to the selected client/policy Attachments tab.

If the **Attach a copy of the document to the client file on action below** option was selected before performing any of the above actions, a green checkmark indicates that the document has already been attached to the client/policy.

-
- v. Click **Finish and Close** when you are done performing Print/Send actions.

The [Add Log Entry Comments](#) dialog opens.

- g. Add comments, as needed, and then click **OK**.
-

Issued

To process New Business Declarations or Policy Issued Notices:

- a. In the [Action](#) menu, select one item in each of the first three lists to describe what prompted this transaction.
 - b. Click **Change Policy Status**.
-

- c. Click **Issued**.
- d. Select **Uprate**, **Downrate**, or **As Quoted**.



If your agency has [Commission Tracking](#) set up in CMS, the Issued Rate dialog opens.

Enter or edit the issued rate in the **Rate** field as needed, and then click **OK**.

The **Edit** dialog opens.

- e. Make any necessary changes to the policy, and then click **Finish**.

See [Change Policy Information](#) for more information.

- f. Click **Finish** to close the Action menu.

The [Add Log Entry Comments](#) dialog opens.

- g. Add comments, as needed, and then click **OK**.
-

Reinstate

To process Reinstatement Declarations or Notices:

- a. In the [Action](#) menu, select one item in each of the first three lists to describe what prompted this transaction.
- b. Click **Change Policy Status**.
- c. Click **Reinstate**.

The **Reinstatement Date** dialog opens.

- d. Enter the **Reinstatement Date**, and then click **OK**.

The [Add Log Entry Comments](#) dialog opens.

- e. Add comments as needed, and then click **OK**.
-

Renew

To process Renewal Declarations or Notices:

- a. In the [Action](#) menu, select one item in each of the first three lists to describe what prompted this transaction.
- b. Click **Change Policy Status**.
- c. Click **Renew**.

The **Renewal Date** dialog opens.

- d. Enter the **Renewal Date**.



If your agency has [Commission Tracking](#) set up in CMS , the **Renewal Date** dialog includes a **Rate** field. Enter or edit the term premium in the **Rate** field, as needed.

- e. Click **OK**.
- f. The **Edit** dialog opens.
- g. Make any necessary changes to the policy, and then click **Finish**.

See [Change Policy Information](#) for more information.

- h. Click **Finish** to close the Action menu.

The [Add Log Entry Comments](#) dialog opens.

- i. Add comments, as needed, and then click **OK**.
-

Endorse

To process Endorsement Declarations or Notices:

- a. In the [Action](#) menu, select the method used to communicate the endorsement information. For example, Phone, Mail, Download, etc.
- b. Select **From > Company**.
- c. Click **Change Client/Policy**.

The **Edit Client/Policy** dialog opens.

- d. Edit coverages, as needed.

See [Processing Endorsements](#) for more information on how to edit coverages.



If the endorsement results in a premium change, update the Premium amount for any affected coverage.

- e. Click **Finish**.



If your agency has [Commission Tracking](#) set up in CMS, the Premium Change dialog opens when there is a change in the premium.

Enter the **Date of Change** and update Accounting information, as needed, and then click **OK**.

The **Change Form** dialog opens.

- f. Leave the default settings on the Change Form dialog.
- g. Click **OK**.
- h. Click **Finish** to close the Action menu.

The [Add Log Entry Comments](#) dialog opens.

- i. Add comments, as needed, and then click **OK**.

The policy Status and/or information is updated and a commissionable transaction is created.

The commissionable transaction is ready to be reconciled. See [Reconciling a Non-Imported Commission Statement](#).

To view a commission transaction on a policy

1. Retrieve the client file, and then select the policy that the commission transaction was assigned to during the reconciliation.
2. Click **Action**.

The **Action** menu opens.

3. Select **Internal > Customer Accounting > Commission Accounting**.

The **Commission Accounting** dialog opens with the Transactions screen open.

See [Reconciling a Non-Imported Commission Statement](#) for instructions on reconciling.

Related Topics

[Agency Commission Setup](#)
[Agent Commission Setup](#)
[Correcting a Reconciled Commission Transaction](#)
[Creating a Reconcile Report](#)
[Enabling Commission Tracking](#)
[Modifying Commission Transactions During Reconciliation](#)
[Correcting a Reconciled Commission Transaction](#)

Reconciling Commission Statements Overview

An important step in tracking commissions is reconciling carrier statements and saving the completed, corrected transactions to the policies. These reconciled transactions are used to generate agency and agent commission reports.

These articles describe the process for reconciling imported and non-imported commission statements.

Imported Commission Statements

HawkSoft CMS enables your agency to import commission statements for the purpose of reconciling and tracking how much the agency was paid and for tracking commissions owed to the producers. Importing is done automatically as part of the download process if the carrier downloads commission statements, or it is done manually through the Commission Importer for statements received as a spreadsheet. Once the statements are imported, they must be reconciled to confirm accurate commissions paid to the agency and agent.

[Imported Commission Statements Overview](#)

Non-Imported Commission Statements

HawkSoft CMS enables you to reconcile non-imported commission statements received from your carriers. Non-Imported commission statements are statements that carriers send to your agency in PDF or printed format that cannot be downloaded or imported using the Commission Importer.

[Non-Imported Commission Statements Overview](#)

Reconciling a Commission Transaction Directly from a Policy

This article provides instructions for the unique instance that you might want to reconcile a transaction directly from a policy, rather than reconciling from the Reconcile Report. For example, when you receive a non-imported commission statement with only one or two transactions, you might save time by going directly to the policies to reconcile.

Modifying Commission Transactions During Reconciliation

Commission transaction information can be modified during the reconciliation process. The Reconcile Report lists the commission transactions generated as a result of imported commission statements or manually created commission transactions on a policy.

This article describes the process for editing and creating new commission transactions on a Reconcile Report, to make sure that the transactions match those on a commission statement and that the correct agent is assigned.

Modifying Commission Transactions During Reconciliation



If you need to modify or correct a previously reconciled commission transaction or statement, see [Correcting a Reconciled Commission Transaction](#).

Overriding Commissions

HawkSoft CMS enables you to override the commission percentages set up in an agent's CMS profile, and/or the agency commission set up in Policy/Company Setup. An override can also be applied to the term (New/Renewal) for a commission transaction or policy.

This article describes the settings and steps to override a specific commission transaction (Transaction Override), and also how to override commissions for a policy (Policy Override).

Overriding Commissions

Reconciling Carrier Fees

Some carriers might include fees on commission statements, such as MVR, service fees, etc. In order to complete the reconciliation of a carrier statement, these fees must be reconciled.

This article describes the method for reconciling these fees in CMS.

In order to proceed, you must be in the process of reconciling commission transactions in the Reconcile Report.

[Reconciling Carrier Fees](#)

Reconciling Flat Fee Commission Transactions

HawkSoft CMS enables you to reconcile flat fee commission transactions and generate a commission paid report with a summary of commissions for agents and/or the agency.

This article explains the process for creating a reconcile report for flat fee commission transactions, and how to reconcile those transactions.

[Reconciling Flat Fee Commission Transactions](#)

Reconciliation Problem Message

This article describes how to respond to the Reconciliation Problem message that appears when CMS determines that you have clicked **Finish** in a Reconcile Report with a transaction that may have already been reconciled on a policy.

[Reconciliation Problem Message](#)

Imported Commission Statements Overview

HawkSoft CMS enables your agency to import commission statements for the purpose of reconciling and tracking how much the agency was paid and for tracking commissions owed to the producers. Importing is done automatically as part of the download process if the carrier downloads commission statements, or it is done manually through the Commission Importer for statements received as a spreadsheet. Once the statements are imported, they must be reconciled to confirm accurate commissions paid to the agency and agent.

Importing Commission Statements

HawkSoft CMS enables your agency to import commission statements for the purpose of reconciling and tracking how much the agency was paid and for tracking commissions owed to the producers. This article describes the process for importing downloaded commission statements as well as commission statements sent by the carrier as a spreadsheet.

[Importing Commission Statements](#)

Reconciling Imported Commission Statements

The objective of reconciling imported commission statements is to review and confirm that each imported transaction on the Reconcile Report has been reconciled, and that the Agent and Agency Commission are correct for all transactions. This article describes the process of reconciling imported commission statements.

Reconciling Imported Commission Statements



If you need to modify or correct a previously reconciled commission transaction or statement, see [Correcting a Reconciled Commission Transaction](#).

Troubleshooting Unmatched Imported Commission Transactions

During the process of reconciling commission statements that have been imported into CMS, transactions that you are unable to reconcile must be reviewed.

This article provides troubleshooting steps to complete the reconciliation for those commission transactions. To proceed, you must have the commission statement imported and be in the process of reconciling.

Troubleshooting Unmatched Imported Commission Transactions

Reconciling Package Policies

Package policies often have one commission transaction that applies to multiple policies found in the HawkSoft CMS client file. CMS automatically reconciles package policies that have the same policy number on all lines of business in the package.

When a commission statement containing a package policy is downloaded, it is matched to the first policy in the package with a matching policy number. If CMS is unable to match a package policy download to a policy number, or the same policy number exists on two client files, the commission is not automatically reconciled.

This article explains how to reconcile an unmatched package policy commission transaction found on a commission statement. To proceed, you must have imported the Commission Statement and be in the process of reconciling.

Reconciling Package Policies with One Policy Number

Importing Commission Statements

HawkSoft CMS enables your agency to import commission statements for the purpose of reconciling and tracking how much the agency was paid and for tracking commissions owed to the producers. This article describes the process for importing downloaded commission statements as well as commission statements sent by the carrier as a spreadsheet.

Importing is done automatically as part of the download process if the carrier downloads commission statements, or it is done manually through the Commission Importer for statements received as a spreadsheet.



CMS enables you to import commission statements received electronically with a CSV, XLSX, or XLS extension.

To reconcile commission statements that can't be imported into CMS, See [Non-Imported Commission Statements Overview](#).

See [Carrier Downloads Overview](#) for more information on downloading a carrier statement.

In this topic:

[Importing Downloaded Commission Statements](#)

[Importing CSV and Excel Commission Statements](#)

[Viewing or Archiving Imported Commission Statements](#)

This task is typically performed by an Owner/Administrator, Manager, or Bookkeeper.



Required Permissions:

In order to complete this task, user permissions must be set to include:

Accounting > Commission Report

See [Setting User Permissions](#) for more information.

Importing downloaded commission statements

Downloaded commission statements are automatically imported into CMS. When a commission statement is included as part of the carrier downloads, CMS separates the commission statements from policy transactions and holds them for later processing. When these commission statements are

received, a notification appears in your **To Do** list on the Start Page, and they are also listed on the **Imported Commission Statements** dialog, available for reconciling.



Package Policies in Commission Downloads

When a direct bill commission statement containing a package policy is downloaded, it will be matched to only one of the policies in the package, with a matching policy number.

See [Process Carrier Downloads](#) for more information on downloading a carrier statement.

To access the list of downloaded commission statements

1. Click **Accounting > Commission Report** from the main CMS menu bar.
2. Click **Import** from the **HawkSoft Commission Accounting** toolbar.

The **Imported Commission Statements** dialog opens.

This dialog lists downloaded commission statements and imported commission statements that have not been reconciled.

See [Reconciling Imported Commission Statements](#)

Importing CSV and Excel commission statements

When you receive a commission statement electronically, as a CSV, XLSX, or XLS spreadsheet, you can import the statement into CMS using the Commission Importer.

The Commission Importer converts the data from the spreadsheet to a downloaded statement, enabling CMS to reconcile the statement using the same workflow as a downloaded statement. See [Reconciling Imported Commission Statements](#). The Commission Importer also saves the configuration for future statements received from the same carrier.

Prepare the spreadsheet before importing

1. For best results, review the spreadsheet and make any necessary modifications (see Tips below to clean up the data). Make sure the spreadsheet contains CMS required data and supported data types.

Tips for cleaning up the data

Spreadsheets that contain certain formatting and missing data can cause issues with the Commission Importer.

Invalid file types – File extensions not specified in this article, such as XLSM or XLSB, are not supported. Open the file and save as a supported file type (CSV, XLSX, or XLS) before importing.

Merged cells – If the spreadsheet contains merged fields causing issues with the import, try copying the data to your clipboard and use the **Import from Clipboard** option to import the data. See [Importing Commission Statements](#) below.

Empty cells – Columns with required data (see below) cannot be empty. **For example**, if you have a column that contains the "Transaction Types", or "Transaction Dates", all the rows in that column must have data.

Invalid Data – The layout of a spreadsheet could inadvertently cause invalid data. For example, some spreadsheets include a "Total" at the bottom of the rows. If the "Total" label is in a column that contains a Date, or a number, this could trigger the Invalid Data error message to appear when configuring a carrier. In these cases, copy the spreadsheet (including the column headers) and use the **Import from Clipboard** option to import the data.

See [Common Excel Formulas](#) to use formulas to modify data in the spreadsheet.

Required data

The Spreadsheet must contain the data described below, for each commission transaction. Make modifications as needed, prior to importing.

Carriers do not label the columns with the same terms that CMS uses. You will have the opportunity to map the labels during the import process. It is important that the spreadsheet contains the actual data listed below, to create commission transactions in CMS.

- **Named Insured** – Name of the person or business entity as it's displayed on the policy in CMS. This data should be included in only one column.



If the First Name and Last Name are in different columns, use an Excel formula to combine the content of the columns into one.

- **Policy Number** – The policy number as it's displayed on the policy in CMS.
- **Transaction Date** – The date the commission transaction is effective.

Valid date formats:

mm/dd/yyyy

mm-dd-yyyy

- **Transaction Type** – The type of transaction (For example: Issued, Renewal, Cancellation, Payment).
 - **Commissionable Amount** – The premium the commission transaction is based on.
 - **Commission Paid** – The amount of commission for the transaction due to the agency.
-

Supported data types

Make sure your spreadsheet contains only the following data types. If the spreadsheet contains types of data not supported, modify the spreadsheet.

- General
 - Date
 - Currency
 - Accounting
 - Percentage – The percentage must be in a whole number (For example 14, not .14, to represent 14%).
2. Once your spreadsheet is ready, save the spreadsheet if modifications have been made.




Save the modified spreadsheet with a different name, to keep the original unmodified spreadsheet.

Optional: You can copy the data to your clipboard, and then use the **Import from Clipboard** option.



When you copy data to your clipboard, be sure to include the header rows as well as the data below the headers.

Click the  at the top of any screen to access available help.

Import a spreadsheet

The Commission Importer enables you to import data from a spreadsheet file, or from your clipboard when you have copied spreadsheet data tables.

1. Click **Accounting > Commission Report** from the main CMS menu bar.

2. Click **Import** from the **HawkSoft Commission Accounting** toolbar.

The **Imported Commission Statements** dialog opens.

This dialog lists downloaded commission statements and all imported commission statements that have not been reconciled.

3. Import your new commission statement.
 - Drag a file from your computer and drop it in the top section of the **Imported Commission Statements** dialog.
 - Click **Import from Clipboard** if you copied commission data to the clipboard.
 - Click **Browse to Spreadsheet** to browse to a saved commission spreadsheet, and then open the file.

The **Commission Importer** window opens with the **Select Data to Import** tab open.

4. If more than one spreadsheet is included in the file, you can select a specific **Spreadsheet** from the available drop-down.

The spreadsheet data appears in the main section of the dialog.

5. Select the row that contains column headers (Policy Number, Insured, Transaction Type, etc.), and then click **Next**.



The data listed below the header will be included in the import as well as the selected header row.

The **Preview Data to Import** dialog opens and displays your selected header row and the data listed in each column.

6. Verify that the header row is the top row, and then click **Next**.



If the header row and/or data does not look correct, click **Back** to select a different header row.

The **Map Imported Data** dialog opens.

This screen enables you to configure how the data is mapped with CMS for this carrier's Commission Statement.

7. Enter the **Statement Date** for the statement you are importing.
8. Configure data for a new carrier if this is the first time you are importing this carrier's commission spreadsheet(s), or use the **Load Company Configuration** button if a spreadsheet for this carrier has been previously imported.

Map imported data (first import)

If this is the first time importing a spreadsheet from this carrier, use the **Map Imported Data** dialog to configure data for a new carrier. Once mapped, you can use the configuration for future imports from the same carrier.

- a. Enter the **Company Name** for the new configuration.

This is the name your configuration will be saved as. The next time you receive a statement from this same carrier, you will want to load this configuration to save time.

- b. Map the required data fields for the information to be included in the commission statement.

Field Mapping table

The **Items To Map** column includes a list of data fields to be mapped so that a commission statement is created successfully.



Mapping is required for each item listed in this column, except **Commission Rate %**.

Use the drop-downs in the **Mapped Fields** column to select the field names from the spreadsheet that correspond with each of the items to map.

Items to Map	Mapped Fields
Named Insured	Name of the person or business entity as it's displayed on the policy in CMS.
Policy Number	The policy number as it's displayed on the policy in CMS.
Transaction Date	The date the commission transaction is effective.
Transaction Type	The type of commission transaction. See steps below .
Commissionable Amount	The premium the commission transaction is based on.
Commission Rate %	The commission percentage rate. This field is not required to be mapped.
Commission Paid	The amount of commission for the transaction due to the agency.


The **Transaction Type** drop-down opens an additional mapping dialog.

- i. Select **Transaction Type** from the available drop-down options.

The **Items To Map** column lists the transaction types found on the Commission Statement.

- ii. Use the available drop-down in the **Mapped Fields** column to map these transaction types with the appropriate CMS Transaction Types (Renewal, Issued, Reinstatement, etc.), and then click **OK**.



Once you have mapped the transaction types, you can click on the  to modify as needed.

View of Imported Data table

This table displays the spreadsheet's column headers in the **Field Names** column with the corresponding data to the right. Use this display to review the data as the fields are being mapped.

Load Company Configuration (previously imported)

A statement from this carrier has been previously imported. Once a commission statement has been created by the Commission Importer for a carrier, you can select the configuration for future downloaded commission statements so that you do not have to map the fields again.

- a. Click the **Load Company Configuration** button.

The **Company Configurations** dialog opens with a list of previously saved company configurations.

- b. Select the saved carrier configuration, and then click **OK**.
-

- c. Review the mapped fields in the **Field Mapping** table and make any necessary changes.
-

9. Click **Next** to complete the import process.



If the new spreadsheet contains fields that were not mapped for the selected configuration, instructions will appear in red text.

The **Create Statement** dialog opens.

- This dialog lists any rows that will not be included in the imported statement because **required fields** are missing. Review the items listed and re-import the spreadsheet if necessary.

See [Importing Commission Statements](#) to make sure your spreadsheet contains the required data.

- The **Commission Statement Total** will be listed at the bottom of the statement once the import is complete.
- CMS calculates the **Agency Commission Paid** amount based on the data mapped for the Commission Paid. This total will also be listed at the bottom of the statement once the import is complete.

This amount can be modified during the reconciliation process.

10. Click **Finish** to complete the import process and save the configuration for this carrier.

The **Create Statement** confirmation appears.

11. Click **OK**.

The **Imported Commission Statements** dialog opens with the new commission statement listed and ready to reconcile.

See [Reconciling Imported Commission Statements](#).

Viewing or archiving imported commission statements

Viewing and/or printing

Once statements have been imported, you can open them to review and/or print them.

1. Click **Accounting > Commission Report** from the main CMS menu bar.

The **HawkSoft Commission Accounting** dialog opens.

2. Click **Import** from the HawkSoft Commission Accounting toolbar.

The **Imported Commission Statements** dialog opens. Any previously imported statements, that have not been reconciled, are listed on this dialog.

3. Highlight the commission statement, and then click **View**.

The selected commission statement opens in the CMS Viewer.

4. Optional: Click **File > Print** to print the commission statement.

5. Click **File**, and then click **Exit** to close View mode.
-

Archiving

1. Click **Accounting > Commission Report** from the main CMS menu bar.

The **HawkSoft Commission Accounting** window opens.

2. Click **Import** from the HawkSoft Commission Accounting toolbar.

The **Imported Commission Statements** dialog opens. Any previously downloaded or imported statements, that have not been reconciled, are listed on this dialog.

3. Highlight the commission statement, and then click **Archive**.

A message appears to confirm the archived item.

4. Click **Yes**.
-

Viewing reconciled (or archived) commission statements

1. Click **Accounting > Commission Report** from the main CMS menu bar.

The **HawkSoft Commission Accounting** window opens.

2. Click **Past**.
-

The **View Past Statements** dialog opens.

Both reconciled and archived statements are listed on this dialog.

3. Highlight the commission statement, and then click **OK**.

The selected commission statement opens in the CMS Viewer.

4. Optional: Click **File >Print** to print the commission statement.
 5. Click **File**, and then click **Exit** to close View mode.
-

Related Topics

[Carrier Downloads Overview](#)

[Reconciling Imported Commission Statements](#)

[Reconciling Commission Statements Overview](#)

[Reconciling a Non-Imported Commission Statement](#)

Common Excel Formulas

This article is intended to provide tips for modifying an Excel® spreadsheet before using the CMS Commission Importer.

You might need to modify a spreadsheet if the data is not in the format the Commission Importer expects, or the data in the spreadsheet is not in a format that is compatible with the data in CMS.

Example: A carrier might have a "policy number" in the spreadsheet with a prefix that's not included in the carrier download. In this case the prefix will not be in CMS. It will need to be removed so that CMS can accurately reconcile a commission statement.

See [Importing Commission Statements](#) for additional tips for preparing your spreadsheet before importing.

To modify data in an Excel spreadsheet

1. Insert a new column into your spreadsheet next to the row/column to be modified.
2. Type the formula in the new cell next to the row of data you want to modify.

- Once the data is re-formatted correctly, use the Excel Drag feature to copy the formula into each cell in the entire column.

The table below includes a few sample formulas. For additional formulas, please see the available Help in Excel.

Current Data		Formula	Reformatted Data																																	
To combine two columns into one		=CONCATENATE(B2," ",A2)	<table border="1"> <thead> <tr> <th>1</th> <th>Firstname</th> <th>Lastname</th> <th>Combined name</th> </tr> </thead> <tbody> <tr> <td>2</td> <td>John</td> <td>Doe</td> <td>Doe, John</td> </tr> <tr> <td>3</td> <td>Jane</td> <td>Doe</td> <td>Doe, Jane</td> </tr> <tr> <td>4</td> <td></td> <td></td> <td></td> </tr> <tr> <td>5</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	1	Firstname	Lastname	Combined name	2	John	Doe	Doe, John	3	Jane	Doe	Doe, Jane	4				5																
1	Firstname		Lastname	Combined name																																
2	John		Doe	Doe, John																																
3	Jane		Doe	Doe, Jane																																
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Reconciling Imported Commission Statements

The objective of reconciling imported commission statements is to review and confirm that each imported transaction listed on the Reconcile Report matches each policy and that the Agent and Agency Commission are correct for all transactions.

Once a commission statement has been imported, it is available for reconciliation. See [Importing Commission Statements](#) for more information.

This article provides instructions for reconciling an imported commission statement.

In this topic:

[Reconcile an Imported Statement](#)

[View Reconciled Commission Statements](#)

[Reconciling Imported Commission Statements](#)



Required Permissions:

In order to complete this task, user permissions must be set to include:

Accounting > Commission Report

See [Setting User Permissions](#) for more information.

To reconcile an imported statement

1. Click **Accounting > Commission Report** from the main CMS menu bar.
2. Click **Import** from the **HawkSoft Commission Accounting** toolbar.

The **Imported Commission Statements** dialog opens.

This dialog lists your downloaded and imported commission statements, ready to be reconciled.

See [Importing Commission Statements](#) for instructions to import a new spreadsheet.

3. Select a commission statement from the **Imported Commission Statements** dialog, and then click **Next** to begin reconciling.

The **Commission Reconciliation Report - Statement Info** dialog opens.

4. Complete the information on the **Commission Reconciliation Report - Statement Info** dialog.

- **Reconcile Date** – Enter the date the statement is being reconciled.



This date can be used as a filter when you run the [Agent](#) and/or [Agency](#) Commission Paid Reports for these transactions.

- **Statement Date** – CMS auto-fills this date from the imported commission statement file.



This date can be used as a filter when you run the [Agent](#) and/or [Agency](#) Commission Paid Reports for these transactions.

- **Agency Commission Paid** – This is an editable field. The amount defaults from the imported commission statement file.
- **Agent Commission Paid Date** – Enter the date the agents or producers will be paid from this statement.



Use the same Agent Commission Paid Date for future reconciliations. For example, if the 20th of the month is chosen, use the 20th of every month going forward. This will simplify running commission paid reports for previous months.

5. Click **Finish**.

The **Reconcile Report** opens, listing each transaction from the downloaded or imported commission statement.

Reconciled – The **R** (reconcile) check boxes indicate whether each transaction has been matched with a policy. CMS automatically reconciles each transaction if the policy number in the commission statement matches a policy number in CMS.

Commission Paid – The **Commission Paid** column contains the commission amount due to the agency as listed on the imported statement.

To reconcile matched transactions

The **R** (reconcile) column has a checkmark on the Reconcile Report for each transaction that matches a client/policy in the CMS database.

Verify the Agent and Agent Commission information.

- **Agent** – Verify that the assigned agent in the Agent column(s) is consistent with the Agent that is set to receive the commission for this policy. Agent information does not come from the imported statement, it comes from the Agent 1, 2, and 3 fields on the policy in CMS.
- **Agent Commission** – Verify that the Agent Commission column (s) has the correct commission amount due to the assigned agent.

See [Modifying Commission Transactions During Reconciliation](#) if a transaction needs to be modified.

To reconcile unmatched transactions

When the **R** (reconcile) column on the Reconcile Report is not checked for a transaction, this indicates that CMS has not found a policy that matches the transaction on the carrier commission statement. This could be due to discrepancies in the policy number, an incomplete policy, and/or a client file that has not been entered or updated in CMS. Follow these steps to manually match these transactions.

- a. Check the **R (reconcile)** box for the un-reconciled transaction.

The **Add Accounting Transaction** dialog box opens.

- b. Enter search criteria for the client name or policy number, and then click **Search**.
-



If the client file is not found, click **Insert New** to add the client as well as the policy.



A comprehensive search should be done before creating new clients/policies to avoid creating duplicates.

- c. Select the client and click **OK**.

The **Choose a Policy** dialog opens with a list of policies for that client.

- d. Select the appropriate policy, and then click **OK**.



If the policy is not found, click **Insert New**. Select a policy type from the Action menu, and then complete the policy information as needed. See for more information.

The transaction is marked as reconciled.

- e. Repeat these steps for each un-reconciled item to complete the entire statement.

6. Once all editing and reconciling is complete, the next step is to finish the report, and then CMS will record the transactions to their respective policies in the database.

- a. Verify that the **Difference** field at the bottom of the report is 0.00.

The Difference field contains the discrepancy between the Agency Commission Paid from the commission statement and the sum of the items that have been reconciled.

- b. Click **Finish**.

A message appears to indicate that the commissions have been written to the client files.

- c. Click **OK**.

Now that the reconciliation is complete, the statement is removed from the Imported Commission Statements dialog. The reconciled transactions will be included in the [Agency](#) and [Agent](#) Commission Paid Reports.

To view reconciled commission statements

Once statements have been reconciled, you can view the statements by using the **Past** icon.

1. Click **Accounting > Commission Report** from the main CMS menu bar.

The **HawkSoft Commission Accounting** window opens.

2. Click **Past**.

The **View Past Statements** dialog opens.

Both reconciled and archived statements are listed on this dialog.

3. Highlight the commission statement, and then click **OK**.

The selected commission statement opens in the CMS Viewer.

4. Optional: Click **File > Print** to print the commission statement.

5. Click **File**, and then click **Exit** to close View mode.
-

To correct a commission statement or transaction

If a reconciled statement or transaction contains an error, you can either correct the individual transaction(s) or re-reconcile the commission statement.

For more information, see [Correcting a Reconciled Commission Transaction](#).

Related Topics

[Carrier Downloads Overview](#)

[Commission Reports](#)

[Correcting a Reconciled Commission Transaction](#)

[Modifying Commission Transactions During Reconciliation](#)

[Commission Paid Statements](#)

[Reconciliation Problem Message](#)

[Troubleshooting Unmatched Imported Commission Transactions](#)

Troubleshooting Unmatched Imported Commission Transactions

During the process of reconciling commission statements that have been imported into CMS, transactions that you are unable to reconcile must be reviewed.

This article provides troubleshooting steps to complete the reconciliation for those commission transactions. To proceed, you must have the commission statement imported and be in the process of reconciling.

See [Importing Commission Statements](#) for more information on the reconciliation process.

In this topic:

[Client/Policy is in the CMS but does Not Appear when Searching the Reconcile Report](#)

[Duplicate Clients](#)


[The Policy Number in the Client File does Not Match the Policy Number in the Commission Statement](#)

[Multiple Policies with the Same Policy Number](#)

The client/policy is in CMS but it does not appear when searching from the Reconcile Report

Solution:

When a client or policy is not found when matching transactions from a Reconcile Report, yet in CMS you are able to search for and find the client and policy, it may be necessary to freshen the indexes. Follow the steps below to freshen indexes:

1. Click the  **Utilities** icon, and then select **File Maintenance**.
 2. Select **Freshen Indexes**.
 3. Click **Next**.
-

4. Verify that there were no errors displayed when file maintenance is finished running.
5. Re-import the Commission Statement and begin reconciling again. The client and policy in question should be listed, as expected, to match the transaction.

See [Freshen Indexes \[+Video\]](#)* for more information.

The policy number in the client file does not match the policy number in the commission statement

Solution:

Correct the policy number on the GPI section of the policy in the client file, unless the commission statement refers to an old or invalid number, and then click the **R** column in the Reconcile Report to reconcile the commission on the policy. It is possible to reconcile the commission to a policy if the policy numbers don't match.

There are duplicate clients

Solution:

1. Check each duplicate client file in CMS to determine where the policy is, and then check the **R** column in the Reconcile Report to reconcile the transaction with the correct client file.
2. Minimize the report and review the duplicate client files to determine if merging them is appropriate.

See [Merging Client Files](#) for more information.

There are multiple policies with the same policy number

Solution:

1. Minimize the report and review the duplicate policies in CMS.



Package policies can create duplicate policy numbers. See [Reconciling Package Policies with One Policy Number](#).

2. Determine which policy to keep, and then archive the one(s) not needed.
3. Return to the Reconcile Report, and then repeat the search and match the transaction.

Related Topics

[Freshen Indexes \[+Video\]*](#)
[Importing Commission Statements](#)
[Merging Client Files](#)

Reconciling Package Policies with One Policy Number

Package policies often have one commission transaction that applies to multiple policies found in the HawkSoft CMS client file. CMS automatically reconciles package policies that have the same policy number on all lines of business in the package.

When a commission statement containing a package policy is downloaded, it is matched to the first policy in the package with a matching policy number. If CMS is unable to match a package policy download to a policy number, or the same policy number exists on two client files, the commission is not automatically reconciled.

This article explains how to reconcile an unmatched package policy commission transaction found on a commission statement. To proceed, you must have imported the Commission Statement and be in the process of reconciling.

See [Importing Commission Statements](#) for more information.



Required Permissions:

To perform this task, no specific CMS user permissions are required.

Reconciling a commission transaction for a package policy

As you are reconciling commission transactions in the Reconcile Report, follow the steps below when you encounter an unmatched commission transaction for a package policy.

1. Check the **R** (reconcile) box for the package policy transaction.

The **Add Accounting Transaction** dialog opens.

2. Search for the client, and then click **OK**.



If the client file is not found, click **Insert New** to add the client as well as the policy.



If the client file is not found, click **Insert New** to add the client as well as the policy.

The **Choose a Policy** dialog opens.

3. Select the first policy from the package with a matching policy number to match with the commission transaction.



If the policy is not found, click **Insert New**. Select a policy type from the Action menu, and then complete the policy information as needed. See for more information.

4. Click **OK**.

The Reconcile report now has a checkmark in the **R** (reconcile) box for this transaction, and is reconciled. Repeat the process, matching package policy commissions found in the Reconcile Report.



Review the reconciled transaction to ensure the correct Agent, and Commission amounts. Edit the transaction if necessary. See [Modifying Commission Transactions During Reconciliation](#) for more information.

Related Topics

- [Correcting a Reconciled Commission Transaction](#)
 - [Creating a Reconcile Report](#)
 - [Importing Commission Statements](#)
 - [Modifying Commission Transactions During Reconciliation](#)
 - [Reconciling a Non-Imported Commission Statement](#)
 - [Troubleshooting Unmatched Imported Commission Transactions](#)
-

Non-Imported Commission Statements Overview

HawkSoft CMS enables you to reconcile non-imported commission statements received from your carriers. Non-Imported commission statements are statements that carriers send to your agency in PDF or printed format that cannot be downloaded or imported using the Commission Importer.

To reconcile non-imported commission statements, you must first run a Reconcile Report of commission transactions. CMS creates commission transactions using policy downloads, or from user input.

Creating a Reconcile Report

HawkSoft CMS enables you to create a Reconcile Report to generate a list of commission transactions recorded in CMS. This Reconcile Report can be run for a specific carrier to reconcile the commission transactions in the CMS database against a non-imported carrier commission statement.

[Creating a Reconcile Report](#)

Reconciling a Non-Imported Commission Statement

Reconciling a non-imported commission statement is the process of verifying that commission transactions on a HawkSoft CMS Reconcile Report match the commission transactions on a commission statement from the carrier. An agency reconciles the statements to track the amount the agency was paid, and to determine the commission amount to pay producers.

[Reconciling a Non-Imported Commission Statement](#)



If you need to modify or correct a previously reconciled commission transaction or statement, see [Correcting a Reconciled Commission Transaction](#).

Reconciling a Commission Transaction Directly from a Policy

This article provides instructions for the unique instance that you might want to reconcile a transaction directly from a policy, rather than reconciling from the Reconcile Report. For example, when you receive a non-imported commission statement with only one or two transactions, you might save time by going directly to the policies to reconcile.

[Reconciling a Commission Transaction Directly from a Policy](#)

Creating a Reconcile Report

HawkSoft CMS enables you to create a Reconcile Report to generate a list of commission transactions recorded in CMS. This Reconcile Report can be run for a specific carrier to reconcile the commission transactions in the CMS database against a non-imported carrier commission statement.

This article explains the steps for running the Reconcile Report.

This task is typically performed by an Owner/Administrator, Manager, or Bookkeeper.



Creating a Reconcile Report is not necessary for reconciling imported commission statements. Importing a commission statement automatically creates a Reconcile Report for you. See [Importing Commission Statements](#).



Required Permissions:
In order to complete this task, user permissions must be set to include:

Accounting > Commission Report

See [Setting User Permissions](#) for more information.

Running a Reconcile Report

When creating the Reconcile Report, the goal is to include all transactions listed on the carrier commission statement, and then reconcile the transactions with CMS. This is accomplished by using the reporting rules, such as date range and company name.

1. Click **Accounting > Commission Report** from the main CMS menu bar.

The **HawkSoft Commission Accounting** window opens.

2. Click **Reconcile**.

The **Commission Reconciliation Report - Define Rules** dialog opens.

3. If this is your first time running a Reconcile Report, click the **Back** button to choose rules for the report.

Optional: If you have chosen rules for a previous report, you can modify the chosen rules. Click **Back** to access the **Choose Rules** dialog.



Skip to step 5 if you do not need to modify previously chosen rules.

Select conditions for which accounting transactions will be included in the report. Be sure to include the following rules:

- based on company's commission rules
- where the Company on the policy is...

4. Click **Next**.

The **Commission Reconciliation Report - Define Rules** dialog opens. This dialog displays the rules for filtering information to be included in the report.

5. Define/modify rules for the Reconcile Report as needed:

Click the blue links to select rules.

- **List all** accounting transactions is set by default
- **based on the company's commission rules and a transaction date** – click the **click here to specify dates** link or the date range last filtered by.
Select the date range of the transactions listed on the carrier statement and then click **OK**.
- **where the Company on the policy is** defaults to the carrier(s) from the last time the report was generated.

If this is the first time running a Reconcile Report, rather than displaying the carrier(s), you will have a **click here to specify** link.

Check the carrier(s) whose commission statement(s) you are reconciling on the **Commission Report Filter** dialog, and then click **OK**.



Only active carriers appear on the list. To include inactive carriers, check the **Include Inactive** box.

6. Click **Next**.
7. Complete the following information on the **Commission Reconciliation Report - Statement Info** dialog:

- **Reconcile Date** - Enter the date the statement is being reconciled.



This date can be used to run the [Agent](#) and/or [Agency](#) Commission Paid Reports for the transactions in this reconcile report.

- **Statement Date** - Enter the statement date from the carrier commission statement.



This date can be used to run the [Agent](#) and/or [Agency](#) Commission Paid Reports for the transactions in this reconcile report.

- **Agency Commission Paid** - Enter the total amount the company is paying the agency as listed on the commission statement. Do not deduct for any fees the carrier may be deducting from the total commissions earned.
- **Agent Commission Paid Date** - Enter the date the agents or producers will be paid from this statement.



Use the same Agent Commission Paid Date for future reconciliations. For example: If the 20th of the month is chosen, use the 20th of every month going forward. This simplifies running Commission Paid reports.

8. Click **Finish** to run the Reconcile Report.

The report may take a few minutes while the program searches through every policy in your database to find transactions that match the rules you defined.

When the report is finished, a list of the commission transactions displays, including information such as the name of the customer, policy #, term dates, commission

paid to the agency, etc. This list can now be reconciled to the carrier commission statement.

See [Reconciling a Non-Imported Commission Statement](#) to begin reconciling.

Related Topics

[Commission Tracking Overview](#)
[Enabling Commission Tracking](#)
[Importing Commission Statements](#)
[Commission Paid Statements](#)
[Reconciling a Non-Imported Commission Statement](#)
[Working with Reconcile Report Data](#)

Reconciling a Non-Imported Commission Statement

Reconciling a non-imported commission statement is the process of verifying that commission transactions on a HawkSoft CMS Reconcile Report match the commission transactions on a commission statement from the carrier. An agency reconciles the statements to track the amount the agency was paid, and to determine the commission amount to pay producers.

During this process, it is common to edit and create commission transactions in CMS to match what is on the commission statement from the carrier. The reconciled commission transactions will be part of the Commission Paid Reports.

This article describes the process of reconciling transactions on a Reconcile Report with a carrier commission statement. To proceed, you must first run a Reconcile Report in CMS, and have the carrier commission statement from the carrier you are reconciling. See [Creating a Reconcile Report](#) for more information.

Commission Statements are typically reconciled by an Owner/Administrator, Manager, or Book-keeper.



This procedure only applies to non-imported commission statements. See [Importing Commission Statements](#) to process imported commission statements.



If you need to modify a commission transaction that has already been reconciled, see [Correcting a Reconciled Commission Transaction](#).

In this topic:

[Reconciling Commission Transactions](#)

[Completing the Reconciliation Process](#)

[Save an Unfinished Reconcile Report](#)



Required Permissions:

In order to complete this task, user permissions must be set to include:

Accounting > Commission Report

See [Setting User Permissions](#) for more information.

Reconciling commission transactions



Begin by looking at the carrier statement to see if the commission transactions are listed in order by name, date...etc. You can then sort the Reconcile Report in CMS (by clicking on the relevant column heading; name, date...) to try to match the way the items are listed. This makes it easier to find the transactions as you go down the list on your carrier statement.

Look at the first commission transaction on the carrier's commission statement and then find the same commission transaction on the CMS [Reconcile Report](#).

When the transaction matches

- **Commission Paid Amount** – On the Reconcile Report, the Commission Paid Amount column is the commission amount paid to the agency. The amount in this column should match the amount on the statement.

- **Agent and Agent Commission** – These columns on the Reconcile Report indicate the Agent on the policy and the amount of commission due to that agent for this transaction.
-

When the transaction does not match

On the Reconcile Report, edit the transaction to match the carrier commission statement. See [Modifying Commission Transactions During Reconciliation](#).

When the transaction is not listed on the Reconcile Report

On the Reconcile Report, add a new transaction. See [Creating Commission Transactions on a Policy](#) for more information.

Continue reconciling transactions by comparing the list of commission transactions in the carrier statement to the list in the CMS Reconcile Report. All commission transactions that appear on the carrier commission statement should be reconciled on the Reconcile Report.



It is possible that some items on the Reconcile Report will be left unchecked. Unchecked items are transactions that may appear on the carrier's next commission statement, or may be duplicate items.

Completing the reconciliation process

The reconciliation process is complete when you have reconciled all of the transactions on the statement from the carrier. The objective is to reconcile those items that the commission statement indicates were actually paid.

1. Verify that the **Difference** field at the bottom of the report is 0.00.

The Difference field indicates any discrepancy between the Agency Commission Paid amount, entered when creating the Reconcile Report (also found at the top of the report), and the sum of the items that have been reconciled. When the Difference is not 0.00, this is an indication that there might be some commission transactions that are not yet reconciled, or have been reconciled incorrectly. The Agency Commission Paid field at the top of the Reconcile Report might need to be reviewed for accuracy.

2. Click **Finish**.

A confirmation message appears.

3. Click **OK**.

The reconciliation of the carrier's statement is now complete.

To save an unfinished Reconcile Report

During the process of adding or editing commission transactions, you can save and return to reconcile at a later time. Saving the report saves the list of commission transactions.

1. Click **File > Save** on the main Reconcile Report menu bar.

Windows Explorer[®] opens.

2. Name your report (for example, Safeco 01312011), and then choose the location where you want to save.

3. Click **Save**.

The Reconcile Report is now saved.

4. Click **File > Exit** to close the report.
-

To Retrieve an unfinished Reconcile Report

When retrieving the report, review the transactions for reconciliation accuracy.

1. Click **Accounting > Commission Report** from the main CMS menu bar.
The **CMS Commission Accounting** window opens.
 2. Click **Open** on the main toolbar.
Windows Explorer® opens.
 3. Browse to the saved file.
 4. Double-click the file name.
 5. Re-enter the **Reconcile Date**, **Statement Date**, **Agency Commission Paid Date** and **Agent Commission Paid Date**.
 6. Continue reconciling your non-downloaded commission statement.
-

To correct a commission statement or transaction

If a reconciled statement or transaction contains an error, you can either correct the individual transaction(s) or re-reconcile the commission statement.

For more information, see [Correcting a Reconciled Commission Transaction](#).

Related Topics

- [Commission Tracking Overview](#)
 - [Commission Paid Statements](#)
 - [Creating a Reconcile Report](#)
 - [Correcting a Reconciled Commission Transaction](#)
 - [Modifying Commission Transactions During Reconciliation](#)
 - [Reconciliation Problem Message](#)
 - [Working with Reconcile Report Data](#)
-

Reconciling a Commission Transaction Directly from a Policy

This article provides instructions for the unique instance that you might want to reconcile a transaction directly from a policy, rather than reconciling from the Reconcile Report. For example, when you

receive a non-imported commission statement with only one or two transactions, you might save time by going directly to the policies to reconcile.

For more information about reconciling commission statements from the Reconcile Report, see [Reconciling Commission Statements Overview](#).



If you need to modify a commission transaction that has already been reconciled, see [Correcting a Reconciled Commission Transaction](#).

Reconciling commission transactions on a policy is typically performed by an Owner/ Administrator, Manager, or Bookkeeper.



Required Permissions:
In order to complete this task, user permissions must be set to include:

Accounting > Edit Policy Commissions

See [Setting User Permissions](#) for more information.

In this topic:

[Reconciling a Commission Transaction Directly from a Policy](#)

[Reconciling a Commission Transaction Directly from a Policy](#)

To reconcile a commission transaction directly from a policy

Reconciling a commission transaction directly from a policy is done on the Edit/Add-Transaction dialog. This dialog contains the details of the commission transaction.

1. Retrieve the client file, and then select the policy that pertains to the commission transaction.
2. Click **Action**, and then select one item in each of the first three lists to describe what prompted this transaction.
3. Select **Customer Accounting**.
4. Select **Commission Accounting**.

The **Commission Accounting** dialog opens. Transactions that are reconciled are identified by a blue **R** in the Action column.

5. Click **Add**.

6. Complete the [Edit/Add - Transaction fields](#) as needed.
 - a. Be sure to enter the **Paid Date**.
 - b. Check the **Reconciled** check box, and then click **Yes** to confirm that this transaction should be reconciled.
 - c. Enter the **Date** (reconcile date) and **Statement Date**.
 - d. Click **OK** to close the **Edit/Add - Transaction** dialog.
7. Click **Finish** to close the **Commission Accounting** dialog.
8. Click **Finish** to close the **Action** menu.

The **Add Log Entry Comments** dialog opens.
9. Add comments as needed, and then click **OK**.

To correct a commission statement or transaction

If a reconciled statement or transaction contains an error, you can either correct the individual transaction(s) or re-reconcile the commission statement.

For more information, see [Correcting a Reconciled Commission Transaction](#).

Related Topics

- [Commission Tracking Overview](#)
 - [Creating a Reconcile Report](#)
 - [Correcting a Reconciled Commission Transaction](#)
 - [Modifying Commission Transactions During Reconciliation](#)
 - [Reconciling Commission Statements Overview](#)
-

Modifying Commission Transactions During Reconciliation

Commission transaction information can be modified during the reconciliation process. The Reconcile Report lists the commission transactions generated as a result of imported commission statements or manually created commission transactions on a policy.

This article describes the process for editing and creating new commission transactions on a Reconcile Report, to make sure that the transactions match those on a commission statement and that the correct agent is assigned.

Commission Transactions are typically edited/created during the reconciliation process by an Owner/Administrator, Manager, or Bookkeeper.

In this topic:

[Editing Commission Transactions on a Reconcile Report](#)

[Adding New Commission Transactions to a Reconcile Report](#)

[Removing Transactions from a Reconcile Report](#)



Required Permissions:

In order to complete this task, user permissions must be set to include:

Accounting > Commission Report

See [Setting User Permissions](#) for more information.



A commission transaction that has already been reconciled and reported on a commission paid report can be modified from a policy. See [Correcting a Reconciled Commission Transaction](#) for more information.

Editing commission transactions on a Reconcile Report

Commission transactions can be edited from a Reconcile Report during the reconciliation process. See [Reconciling Imported Commission Statements](#) or [Reconciling a Non-Imported Commission Statement](#).

1. With the Reconcile Report open, double-click on the transaction to be modified.

The **Edit/Add - Transaction** dialog opens.



Double-clicking on the Commission Paid column only activates the Commission Paid field. This will not open the **Edit/Add-Transaction** dialog.

2. Verify the type of transaction in the **Action** field and make any necessary changes.



The remaining fields in the Policy Activity section change according to the Action on the commission transaction. The Date, Rate, and Premium fields may vary.

3. Verify the date of transaction in the **Date** field and make any necessary changes.

The type of date depends on the selected Action.

4. Verify the amount in the **Rate** field (Full premium), **Payment Amount** field (Scheduled Payment), or the **Net Premium Change** field depending on the transaction type.

5. Don't modify the **Entry Date**. This date is the date the commission transaction was created in CMS.

6. Optional: Modify the **Agency Commission Info** as needed.

The Agency Commission Info displays the commission due to the agency for each transaction, based on the Agency Commission Information entered in the policy.

Override – Select this check box to override only the term for this specific transaction.

Policy Override – Click this button to override the percentage entered in Policy/Company Setup, if different than what the carrier pays on this specific policy.

See [Overriding Commissions](#) for more information.

7. Click the **Commission** Calculator button in the **Agency Commission** section to have CMS calculate the agency commission amount.

Or

Manually enter the commission paid listed on your statement in the **Commission** field.



The Commission field is prefilled for imported transactions. See [Importing Commission Statements](#)

8. Verify or select the **Agent(s)** receiving the commission for this transaction in the Agent Commission section.
9. Click the **Commission** Calculator button(s) in the Agent Commission section to have CMS calculate the agent commission amount(s).

Or

Manually enter the commission due to the agent(s).



The sum of the three Commission fields in the Agent Commission section should NOT exceed the amount in the Agency Commission section.

10. Click **OK** to close the **Edit/Add - Transaction** dialog.

The commission transaction is now reconciled on the Reconcile Report and has a check mark in the Reconcile (R) box for this transaction.

Adding new commission transactions to a Reconcile Report

When a commission transaction is included in a commission statement but does not exist in CMS, you can add the transaction in CMS during the reconciliation process. To proceed, you must have the Reconcile Report in CMS created. See [Creating a Reconcile Report](#) for more information.



Do not create new commission transactions when importing and reconciling imported Commission Statements.

1. With the Reconcile Report open, click the **New** icon on the Reconcile Report toolbar.
The **Add Accounting Transaction** dialog opens.
 2. Search for the client by name or policy number, and then click **Search**.
-

3. Select the client, and then click **OK**.



If the client file is not found, click **Insert New** to add the client as well as the policy.



A comprehensive search should be done before creating new clients/policies to avoid creating duplicates.

The **Choose a Policy** dialog opens.

4. Select the appropriate policy, and then click **OK**



If the policy is not found, click **Insert New**. Select a policy type from the Action menu, and then complete the policy information as needed. See for more information.

The **Edit/Add - Transaction** dialog opens.

5. Select the type of transaction from the **Action** drop-down list.



The remaining fields on the Policy Activity section change according to the Action selected. The Date, Rate, and Premium fields may vary.

6. Complete the amount in the **Rate** field (Full premium), **Payment Amount** field (Scheduled Payment), or the **Net Premium Change** field depending on the transaction type.



The Rate, Net Premium Change field, and all Commission fields are calculator fields. You are able to use the math keys on your keyboard for basic computations.

7. Enter the **Entry Date**.

This is the date the commission transaction is created in CMS.

8. Optional: Modify the **Agency Commission Info** as needed.
-

The Agency Commission Info displays the commission due to the agency for each transaction, based on the Agency Commission Information entered for the policy.

Override – Select this check box to override only the term for this specific transaction.

Policy Override – Click this button to override the percentage entered in Policy/Company Setup, if different than what the carrier pays on this specific policy.

See [Overriding Commissions](#) for more information.

9. Click the **Commission** Calculator button in the Agency Commission section to have CMS calculate the agency commission amount.

OR

Manually enter the commission paid from your statement in the **Commission** field.

10. Verify or select the **Agent(s)** receiving the commission for this transaction in the Agent Commission section.

11. Click the **Commission** Calculator button(s) in the Agent Commission section to have CMS calculate the agent commission amount(s).

OR

Manually enter the commission due to the agent(s).



The sum of all Commission fields in the Agent Commission section should NOT exceed the amount in the Agency Commission section.

12. Click **OK** to close the **Edit/Add - Transaction** dialog.

The Commission Transaction is now created and reconciled on the Reconcile Report and has a check mark in the Reconcile (R) box for this transaction.

Removing transactions from a Reconcile Report

You can remove a transaction directly from the Reconcile Report if needed. The transaction will also be removed from the client file. To proceed, you must have the Reconcile Report in CMS created. See [Creating a Reconcile Report](#) for more information.

1. With the Reconcile Report open, right-click on the transaction to be removed, and then select **Delete** from the menu.

A confirmation message appears, with a warning that the transaction will also be removed from the client's file.

2. Click **Yes** to confirm.
-

Related Topics

[Commission Tracking Setup Overview](#)

[Creating a Reconcile Report](#)

[Importing Commission Statements](#)

[Overriding Commissions](#)

[Reconciling Imported Commission Statements](#)

[Reconciling a Non-Imported Commission Statement](#)

[The Edit/Add Transaction Dialog](#)

[Troubleshooting Unmatched Imported Commission Transactions](#)

Commission transaction information can be modified during the reconciliation process. The Reconcile Report lists the commission transactions generated as a result of imported commission statements or manually created commission transactions on a policy.

This article describes the process for editing and creating new commission transactions on a Reconcile Report, to make sure that the transactions match those on a commission statement and that the correct agent is assigned.

Commission Transactions are typically edited/created during the reconciliation process by an Owner/Administrator, Manager, or Bookkeeper.

Required Permissions

To complete this task, user permissions must be set to include:

▼ **Accounting:**

Commission Report

See [Setting User Permissions](#) for more information.



A commission transaction that has already been reconciled and reported on a commission paid report can be modified from a policy. See [Correcting a Reconciled Commission Transaction](#) for more information.

Editing commission transactions on a Reconcile Report

Commission transactions can be edited from a Reconcile Report during the reconciliation process. See [Reconciling Imported Commission Statements](#) or [Reconciling a Non-Imported Commission Statement](#).

1. With the Reconcile Report open, double-click on the transaction to be modified.

The **Edit/Add - Transaction** dialog opens.



Double-clicking on the Commission Paid column only activates the Commission Paid field. This will not open the **Edit/Add-Transaction** dialog.

2. Verify the type of transaction in the **Action** field and make any necessary changes.



The remaining fields in the Policy Activity section change according to the Action on the commission transaction. The Date, Rate, and Premium fields may vary.

3. Verify the date of transaction in the **Date** field and make any necessary changes.

The type of date depends on the selected Action.

4. Verify the amount in the **Rate** field (Full premium), **Payment Amount** field (Scheduled Payment), or the **Net Premium Change** field depending on the transaction type.

5. Don't modify the **Entry Date**. This date is the date the commission transaction was created in CMS.

6. Optional: Modify the **Agency Commission Info** as needed.

The Agency Commission Info displays the commission due to the agency for each transaction, based on the Agency Commission Information entered in the policy.

Override – Select this check box to override only the term for this specific transaction.

Policy Override – Click this button to override the percentage entered in Policy/Company Setup, if different than what the carrier pays on this specific policy.

See [Overriding Commissions](#) for more information.

7. Click the **Commission** Calculator button in the **Agency Commission** section to have CMS calculate the agency commission amount.

Or

Manually enter the commission paid listed on your statement in the **Commission** field.



The Commission field is prefilled for imported transactions. See [Importing Commission Statements](#)

8. Verify or select the **Agent(s)** receiving the commission for this transaction in the Agent Commission section.
9. Click the **Commission** Calculator button(s) in the Agent Commission section to have CMS calculate the agent commission amount(s).

Or

Manually enter the commission due to the agent(s).



The sum of the three Commission fields in the Agent Commission section should NOT exceed the amount in the Agency Commission section.

10. Click **OK** to close the **Edit/Add - Transaction** dialog.

The commission transaction is now reconciled on the Reconcile Report and has a check mark in the Reconcile (R) box for this transaction.

Adding new commission transactions to a Reconcile Report

When a commission transaction is included in a commission statement but does not exist in CMS, you can add the transaction in CMS during the reconciliation process. To proceed, you must have the Reconcile Report in CMS created. See [Creating a Reconcile Report](#) for more information.



Do not create new commission transactions when importing and reconciling imported Commission Statements.

1. With the Reconcile Report open, click the **New** icon on the Reconcile Report toolbar.

The **Add Accounting Transaction** dialog opens.

2. Search for the client by name or policy number, and then click **Search**.
3. Select the client, and then click **OK**.



If the client file is not found, click **Insert New** to add the client as well as the policy.



A comprehensive search should be done before creating new clients/policies to avoid creating duplicates.

The **Choose a Policy** dialog opens.

4. Select the appropriate policy, and then click **OK**.



If the policy is not found, click **Insert New**. Select a policy type from the Action menu, and then complete the policy information as needed. See for more information.

The **Edit/Add - Transaction** dialog opens.

5. Select the type of transaction from the **Action** drop-down list.



The remaining fields on the Policy Activity section change according to the Action selected. The Date, Rate, and Premium fields may vary.

6. Complete the amount in the **Rate** field (Full premium), **Payment Amount** field (Scheduled Payment), or the **Net Premium Change** field depending on the transaction type.



The Rate, Net Premium Change field, and all Commission fields are calculator fields. You are able to use the math keys on your keyboard for basic computations.

7. Enter the **Entry Date**.

This is the date the commission transaction is created in CMS.

8. Optional: Modify the **Agency Commission Info** as needed.

The Agency Commission Info displays the commission due to the agency for each transaction, based on the Agency Commission Information entered for the policy.

Override – Select this check box to override only the term for this specific transaction.

Policy Override – Click this button to override the percentage entered in Policy/Company Setup, if different than what the carrier pays on this specific policy.

See [Overriding Commissions](#) for more information.

9. Click the **Commission** Calculator button in the Agency Commission section to have CMS calculate the agency commission amount.

OR

Manually enter the commission paid from your statement in the **Commission** field.

10. Verify or select the **Agent(s)** receiving the commission for this transaction in the Agent Commission section.

11. Click the **Commission** Calculator button(s) in the Agent Commission section to have CMS calculate the agent commission amount(s).

OR

Manually enter the commission due to the agent(s).



The sum of all Commission fields in the Agent Commission section should NOT exceed the amount in the Agency Commission section.

12. Click **OK** to close the **Edit/Add - Transaction** dialog.

The Commission Transaction is now created and reconciled on the Reconcile Report and has a check mark in the Reconcile (R) box for this transaction.

Removing transactions from a Reconcile Report

You can remove a transaction directly from the Reconcile Report if needed. The transaction will also be removed from the client file. To proceed, you must have the Reconcile Report in CMS created. See [Creating a Reconcile Report](#) for more information.

1. With the Reconcile Report open, right-click on the transaction to be removed, and then select **Delete** from the menu.

A confirmation message appears, with a warning that the transaction will also be removed from the client's file.

2. Click **Yes** to confirm.
-

Related Topics

- [Commission Tracking Setup Overview](#)
 - [Creating a Reconcile Report](#)
 - [Importing Commission Statements](#)
 - [Overriding Commissions](#)
 - [Reconciling Imported Commission Statements](#)
 - [Reconciling a Non-Imported Commission Statement](#)
 - [The Edit/Add Transaction Dialog](#)
 - [Troubleshooting Unmatched Imported Commission Transactions](#)
-

Overriding Commissions

HawkSoft CMS enables you to override the commission percentages entered in an agent's CMS profile, and/or the agency commission configured in Policy/Company Setup. An override can also be applied to the term (New/Renewal) for a commission transaction or policy.

The override is typically set when reconciling a carrier commission statement. A commission override can apply one time to a specific commission transaction, or it can apply at the policy level for all future commission transactions for that policy.

This article describes the settings and steps to override a specific commission transaction (Transaction Override), and also how to override commissions for a policy (Policy Override).

This procedure is performed by an Owner/Administrator, Manager, or Bookkeeper.

In this topic:

[Override a Single Commission Transaction](#) [Overriding the Commission Term for a Policy](#)



Required Permissions:

In order to complete this task, user permissions must be set to include:

Accounting > Edit Policy Commission > Commission Report

See [Setting User Permissions](#) for more information.

Overriding a single commission transaction

A commission transaction override will change *only* the selected commission transaction. This may be necessary when a correction to the term needs to be made. Follow the steps below to override the calculated term, with a different term and its corresponding commission percentage.



Commission overrides for the term or agency commissions should not be performed on an imported commission statement. However, you can override commissions for an agent on imported commission statements.

1. With the Reconcile Report open, double-click on the transaction to be modified.

The [Edit/Add Transaction](#) dialog opens.

2. Click the **Override** check box in the Agency Commission Info section.

Transaction Override appears below the **Term** field when checked.

This will activate the **Term** drop-down list.



Commission transactions that were created with the Agency Bill commission basis are considered overrides and will already have the Override box checked.

3. Select the appropriate **Term** from the drop-down list.

The percentage of the corresponding commission for the selected **Term** displays in the **Commission Basis** field. The commission basis is configured in [Policy/Company Setup](#).

4. Click the **Commission Calculator** icon to recalculate the commission for the Agency and/or Agent(s).



The Calculator icon is disabled when the commission transaction is a Retained (Agency Bill) commission. Changing the commission amount here may affect retained commission balances in QuickBooks® when the agency integrates with QuickBooks.

5. Click **OK**.

The **Edit/Add - Transaction** dialog closes.

The Commission Transaction is now reconciled on the Reconcile Report and has a check mark in the **Reconcile (R)** box for this transaction. CMS will now use the selected term and corresponding commission percentage for this commission transaction only.

Overriding the commission term for a policy

HawkSoft enables you to set a temporary policy override for the commission percentages for a new or renewal term for a specific date range, or you can set a policy override for all future commission transactions for the life of the policy.

Examples of when you might override the commission:

- **Commission Term Override** – You might want to set commission for the first 12 months of a Life Insurance policy, and then set the policy to automatically switch to
-

no commission at the end of the 12 month period.

- **Commission Override (life of policy)** – A carrier is set to 15% commission for new business and 10% for renewals in Policy/Company Setup. This is the most common commission percentage for this carrier. During the reconciliation process, a policy on the carrier statement has a different percentage than what is being calculated from the CMS Policy/Company Setup. You can set the override for the life of the policy to match the carrier's commission.

If you have a carrier with multiple commission schedules, you can configure multiple profiles for the carrier in HawkSoft. See [Setting Up Carriers with Multiple Commission Schedules](#).



These examples apply to non-imported commission statements only.

Commission Overrides for the agency are not recommended for imported statements, however, you can override commissions for an agent.

Contact the carrier for corrections to imported commission statements.

1. With the Reconcile Report open, double-click on the transaction to be modified.

The [Edit/Add Transaction](#) dialog opens.

2. Click the **Policy Override** button.

The **Edit - Policy Overrides** dialog opens.

Commission Term Override (specified date range)

1. Check the **Commission Term Override** box to set an override on the policy term.
2. Select the term from the **Start** drop-down, and then enter the start date for the override and the number of months for the duration of the override.
3. Determine whether the policy commission should be set to **Renewal** or **No Commission** after the override is complete.
4. Click **OK**.

The **Edit - Policy Overrides** dialog closes.

5. Review the information on the [Edit/Add Transaction](#) dialog, and click the **Commission Calculator** icon to recalculate the new commission for the agency and/or agent(s).



The Calculator icon is disabled when the commission transaction is a Retained (Agency Bill) commission. Changing the commission amount here may affect retained commission balances in QuickBooks, when the agency integrates with QuickBooks.

6. Click **OK**.

The **Edit/Add Transaction** dialog closes.

The Commission Transaction is now reconciled on the Reconcile Report and has a check mark in the Reconcile (R) box for this transaction. CMS will now use the indicated percentage for this policy for all future calculations.

Commission Override (life of policy)

1. Check the **Override Agency Commission** box and/or the **Override [Agent] Commission** box, and then enter the commission percentage(s).



To override commissions for agents in this dialog, all relevant agents must be listed on the policy [GPI screen \(Agent 1, 2 or 3\)](#) in the CMS client file. However, you are able to add them, and manually add the commissions. See [Modifying Commission Transactions During Reconciliation](#).

2. Click **OK**.

The **Edit - Policy Overrides** dialog closes.

3. Review the information on the [Edit/Add Transaction](#) dialog, and click the **Commission Calculator** icon to recalculate the new commission for the agency and/or agent(s).



The Calculator icon is disabled when the commission transaction is a Retained (Agency Bill) commission. Changing the commission amount here may affect retained commission balances in QuickBooks, when the agency integrates with QuickBooks.

4. Click **OK**.

The **Edit/Add Transaction** dialog closes.

The Commission Transaction is now reconciled on the Reconcile Report and has a check mark in the Reconcile (R) box for this transaction. CMS will now use the indicated percentage for this policy for all future calculations.

Related Topics

[Agency Commission Setup](#)
[Agent Commission Setup](#)
[Creating a Reconcile Report](#)
[Modifying Commission Transactions During Reconciliation](#)
[Reconciling a Non-Imported Commission Statement](#)
[Setting Up Carriers with Multiple Commission Schedules](#)
[The Edit/Add Transaction Dialog](#)

Reconciling Carrier Fees

Some carriers might include fees on commission statements, such as MVR, service fees, etc. In order to complete the reconciliation of a carrier statement, these fees must be reconciled.

This article describes the method for reconciling these fees in CMS.

In order to proceed, you must be in the process of reconciling commission transactions in the Reconcile Report.

See [Reconciling Imported Commission Statements](#) or [Reconciling a Non-Imported Commission Statement](#) for more information.

This is typically done by the Agency Owner, Administrators, Managers, or Agency Bookkeeper.



Required Permissions:

To perform this task, no specific CMS user permissions are required.

Reconciling transactions with carrier fees

To reconcile carrier fees, they must be assigned to a "policy" in a Carrier Client file.

Example: To reconcile fees for a commission statement from XYZ Company, create a Carrier Client file for XYZ Company in CMS. By default, a policy type of "Other" is added to the Carrier Client file. Reconcile the fee commission transactions to the policy, as well as all fee commission transactions going forward.



HawkSoft Inc. recommends inserting your Carrier Client files before reconciling carrier fees, following the steps in [Inserting a New Carrier Client File](#).

You can use a shortcut, described below, to quickly add a Carrier Client file with a policy during the reconciliation process. The shortcut does not include all of the steps for properly completing a Carrier Client file. It is important to remember to finish proper set up of the files when you are done reconciling.

Commission transaction for a fee is found on Reconcile Report (imported statement)

When a fee is found on the Reconcile Report, match the transaction to the policy on the Carrier Client file in CMS.

1. Check the **R** (reconcile) box for the un-reconciled transaction.

The **Add Accounting Transaction** dialog opens.

2. Enter search criteria for the carrier name, and then click **Search**.



If the Carrier file is not found, click **Insert New** to add the Carrier Client as well as the policy. See [Inserting a New Carrier Client File](#) for additional steps to properly add a new Carrier Client file.

A comprehensive search should be done before creating new files to avoid creating duplicates.

3. Select the carrier, and then click **OK**.

The **Choose a Policy** dialog opens with a list of policies for that client.

4. Select the policy from the **Choose Policy** dialog, and then click **OK**.



If the policy is not found, click **Insert New**. Select a policy type from the Action menu, and then complete the policy information as needed. See for more information.

5. Double-click the transaction to open the **Edit/Add - Transaction** dialog.
6. Select **Adjustment** from the **Action** drop-down list.
7. Enter the **Date** of the commission statement in the **Date of Change** field.
8. Enter the fee amount in the **Agency Commission** field.



To enter a negative amount in a field, type: "0 - amount", and then click **Tab**.

9. Click **OK**.

The transaction is marked as reconciled.

Commission transaction for a fee is not found on Reconcile Report (non-imported statement)

When a fee appears on a carrier statement, but is not found on the Reconcile Report in CMS, create a new commission transaction for the fee.

1. Click **New** on the toolbar at the top of the report.
2. Enter search criteria for the carrier name, and then click **Search**.



If the Carrier file is not found, click **Insert New** to add the Carrier Client as well as the policy. See [Inserting a New Carrier Client File](#) for additional steps to properly add a new Carrier Client file.



A comprehensive search should be done before creating new files to avoid creating duplicates.

3. Select the carrier from the search results, and then click **OK**.

The **Choose a Policy** dialog opens with a list of policies for that client.

4. Select the policy from the **Choose Policy** dialog, and then click **OK**.



If the policy is not found, click **Insert New**. Select a policy type from the Action menu, and then complete the policy information as needed. See for more information.

5. Double-click the transaction to open the **Edit/Add - Transaction** dialog.
6. Select **Adjustment** from the **Action** drop-down list on the **Edit/Add - Transaction**.
7. Enter the **Date** of the commission statement in the **Date of Change** field.
8. Enter the fee amount in the **Agency Commission** field.



To enter a negative amount in a field, type: "0 - amount", and then click **Tab**.

- 9.
10. Click **OK**.

See [Modifying Commission Transactions During Reconciliation](#) for more information.

The transaction is now reconciled successfully, enabling you to continue with the reconciliation process.

Related Topics

[Creating a Reconcile Report](#)
[Importing Commission Statements](#)

Reconciling Flat Fee Commission Transactions

HawkSoft CMS enables you to reconcile flat fee commission transactions and generate a commission paid report with a summary of commissions for agents and/or the agency.

This article explains the process for creating a reconcile report for flat fee commission transactions, and how to reconcile those transactions.

In order for a flat fee commission transaction to be created, the agency commissions must be set to a Flat Fee basis. See [Agency Commission Setup](#) for more information about setting up the commission basis for your agency.

This procedure is typically completed by an Owner/Administrator, Manager, or Bookkeeper.

In this topic:

[Creating the Flat Fee Reconcile Report](#)

[Reconciling Fees](#)



Required Permissions:

In order to complete this task, user permissions must be set to include:

Accounting > Commission Report

See [Setting User Permissions](#) for more information.

Creating the Flat Fee Reconcile Report

The flat fee commission basis calculates a commission for every commissionable transaction. For this reason, you must specify the transaction type and date range while creating the Reconciliation Report as described in the steps below.

1. Click **Accounting > Commission Report** from the main CMS menu bar.
The **HawkSoft Commission Accounting** window opens.
 2. Click **Reconcile**.
-

The **Commission Reconciliation Report - Define Rules** dialog opens.

3. If this is your first time running a Flat Fee Reconcile Report, click the **Back** button to Choose Rules for the Report.

Optional: If you have chosen rules for a previous report, you can modify the Chosen Rules. Click **Back** to access the **Choose Rules** dialog.



Skip to step 5 if you do not need to modify previously chosen rules.

To choose rules, select conditions for which accounting transactions will be included in the report. Be sure to include the following rules:

- Where the Company on the policy is...
- Which have a transaction type of...
- Which have a transaction date of...

4. Click **Next**.

The **Commission Reconciliation Report - Define Rules** dialog opens. This dialog displays the rules for filtering information to be included in the report.

5. Define/modify rules for the report as needed.

Click the blue links to select rules.

- **List all** accounting transactions is set by default. You don't need to modify this rule.
- **where the Company on the policy is** defaults to the carrier(s) from the last time the report was generated.

Check the carrier(s) whose commission statement(s) you are reconciling on the **Commission Report Filter** dialog, and then click **OK**.

- **with a transaction type of**

Click the **click here to specify** link to select the transaction type from the **Commission Report Filter** dialog.

Check the transaction type(s) you are reconciling, and then click **OK**.



If you are paying an agent a Flat Fee on New Business only, select **New**.

- **which have a transaction date of**

Click the **click here to specify dates** link to select the date range of the transactions from the **Enter Entry Date** dialog.

Click **OK**.

6. Click **Next**.

7. Complete the following information on the **Commission Reconciliation Report - Statement Info** dialog:

- **Reconcile Date** - Enter the date the statement is being reconciled.



This date can be used to run the [Agent](#) and/or [Agency](#) Commission Paid Reports for the transactions in this reconcile report.

- **Statement Date** - Enter the statement date from the carrier commission statement.



This date can be used to run the [Agent](#) and/or [Agency](#) Commission Paid Reports for the transactions in this reconcile report.

- **Agency Commission Paid** - Enter the total amount the company is paying the agency as listed on the commission statement. Do not deduct for any fees the carrier may be deducting from the total commissions earned.
- **Agent Commission Paid Date** - Enter the date the agents or producers will be paid from this statement.



Use the same Agent Commission Paid Date for future reconciliations. For example: If the 20th of the month is chosen, use the 20th of every month going forward. This simplifies running Commission Paid reports.

8. Click **Finish** to run the Reconcile Report.

The report may take a few minutes while the program searches through every policy in your database to find transactions that match the defined rules.

When the report is finished, a list of the commission transactions found, displays information about that commission transaction such as name of the customer, policy #, term dates, commission paid to the agency, etc. This list can now be reconciled to the carrier commission statement.

Reconciling fees

Review the transactions on the carrier statement and follow the steps below to reconcile.

1. Double-click on the transaction to reconcile on the Reconcile Report.

The **Edit/Add - Transaction** dialog box opens. See [The Edit/Add Transaction Dialog](#) and [Creating Commission Transactions on a Policy](#) for additional information about this dialog.



Double-clicking on the Commission Paid column only activates the Commission Paid field, it does not open the Edit/Add-Transaction dialog.

2. Click the **Commission Calculator** button in the **Agency Commission** section to have CMS add the flat fee from the Policy Company Setup to this commission transaction.
3. Click on the **Commission Calculator** button in the **Agent Commission** section to have CMS calculate the agent commission.
4. Click **OK**.
The Commission transaction is now reconciled and has a checkmark in the **Reconcile (R)** box for this transaction.
5. Repeat for all commissionable transactions on the carrier commission statement.
6. When all commissionable transactions have been reconciled, click **Finish**.

A message appears to indicate that the transactions have been written to the client files. The reconciliation of this carrier's statement is now complete. For a printable summary of the flat fee commissions, see [Commission Paid Statements](#).

Related Topics

[Agency Commission Setup](#)
[Enabling Commission Tracking](#)
[Modifying Commission Transactions During Reconciliation](#)
[Commission Paid Statements](#)

Reconciliation Problem Message

This article describes how to respond to the Reconciliation Problem message that appears when CMS determines that you have clicked **Finish** in a Reconcile Report with a transaction that may have already been reconciled on a policy.

This task is typically performed by an Owner/Administrator, Manager, or Bookkeeper.

In this topic:

[Duplicate Reconciled Trans-
action](#) [Commission Transactions](#) [Reconciliation Problem Mes-
sage Options](#)



Required Permissions:
In order to complete this task, user permissions must be set to include:

Accounting > Edit Policy Commissions

See [Setting User Permissions](#) for more information.

Duplicate reconciled transaction

CMS determines the transaction is a duplicate if the following fields in the commission transaction are identical in the client file and on the Reconcile Report.

- Transaction Effective Date
 - Transaction Type
 - Statement Date
-

When encountering the Reconciliation Problem message, follow the steps below to review the commission transactions before making the appropriate selection.

See [Reconciliation Message and Options](#) below for a description of the options in the Reconciliation Problem Message.

Commission transactions

1. Select **Return to report and highlight these entries** from the error message options, and then click **OK**.

This highlights the duplicate transactions on the Reconcile Report.

2. Review the highlighted commission transactions and verify if they have been previously reconciled. This is done by comparing previous commission statements from the carrier with the reconciled commission transactions on the policy in question. Do not close the Reconcile Report during this process, minimize instead, and then continue with the steps below in CMS.

- a. Retrieve the client file in HawkSoft CMS.
- b. Select the policy containing a commission transaction highlighted on the Reconcile Report.



The policy number is on the Reconcile Report.

- c. Click the **Accounting** icon on the CMS toolbar.

The **Action** menu opens.

- d. Click **Commission Accounting**.

The **Edit** dialog opens. Transactions that are reconciled are identified by a blue R in the Action column.

- e. Select the reconciled transaction that needs to be reviewed, and then click **Edit**.

The **Edit/Add-Transaction** dialog opens and is grayed out. In the lower right of the dialog, **Reconciled** is checked. A **Date** field and a **Statement Date**

field display the reconcile date and the statement date from the reconciliation process.

- f. Do not make changes. Review and determine whether the transaction is a duplicate of the one highlighted in the Reconcile Report and listed in a previous carrier commission statement, or whether this is a different transaction. Knowing whether it is a duplicate or not will help you decide which option to choose in the [list of options](#) on the Reconciliation Problem message on the Reconcile Report.

- g. Click **OK**.

The **Edit/Add-Transaction** dialog closes.

- h. Click **OK**.

The **Edit** dialog closes.

3. Repeat step 2 for all transactions highlighted on the Reconcile Report.

4. Click **Finish**.

The **Reconciliation Problem** message opens.

5. Select the appropriate option from the error message to resolve the transactions highlighted. See **Reconciliation Problem Message Options** for details of the options in this message.

6. Click **OK** to complete the reconciliation.

See [Editing a Reconciled Commission Transaction](#) for additional information.

Reconciliation problem message options

The error message has five options to choose from and reads as follows:

[# of entries] on this report have been previously reconciled. What would you like to do with these entries?

- **Return to report and highlight these entries** — Select to review the report for potential duplicate transactions. CMS automatically highlights transactions identified as potential duplicates.
-

- **Create new transactions** — Select to create a new commission transaction on each policy in question, regardless of the commission transactions that are already reconciled on each policy.
- **Do NOT overwrite previously reconciled transactions** — Select to ignore the potential duplicates on the reconciliation report and complete the reconciliation for all other checked transactions. Choose this when the transactions on each policy in question are reviewed and the user determines that they are duplicate commission transaction(s).



If selected, this changes the amounts in the **Agency Total** field at the bottom of the Reconciliation Report when you click Finish. The sum of the commission from the potential duplicates, checked on the report, are subtracted from the Agency Total.

- **Overwrite previously reconciled transactions** — Select to overwrite the commission transactions that have been determined to be duplicates. CMS overwrites the transaction in the policy with what is in the report. This does not add new commission transactions to the policy or policies in question.
 - **Return to report and uncheck this entry** — Select to uncheck the potential duplicates and return to the Reconciliation Report.
-

Related Topics

[Commission Tracking Overview](#)

[Enabling Commission Tracking](#)

[Importing Commission Statements](#)

[Correcting a Reconciled Commission Transaction](#)

[Modifying Commission Transactions During Reconciliation](#)

[Reconciling a Non-Imported Commission Statement](#)

Commission Paid Statements

HawkSoft enables you to print a statement of commissions paid to your agency, or to your agents. This article covers how to create and print commission paid statements by agent, or commission paid

statements by agency.

For more information, see [Commission Tracking Overview](#).

In this topic:

[Commission Paid Statements](#)

[Commission Paid Statements](#)

This task is typically performed by an Owner/Administrator, Manager, or Bookkeeper.



Required Permissions:

In order to complete this task, user permissions must be set to include:

Accounting > Commission Reports

See [Setting User Permissions](#) for more information.

Printing an agent commission paid statement

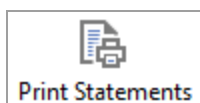
An agent commission paid statement displays a summary of the commission transactions in HawkSoft CMS for each agent.

This statement is typically generated after all commission statements have been reconciled for a specified payroll date. This information can be given to the agent(s) as a summary of the commissions due to them.

To create an agent commission paid statement

1. Click **Accounting > Commission Report** from the main CMS menu bar.

The **HawkSoft Commission Accounting** window opens.



2. Click **Print Statements** **Print Statements**.

The **Statements** dialog opens.

The following options are available for summarizing the statement:

- **Agency Commission by Carrier** – Displays commission transactions for the selected date(s), summarized by carrier(s).
 - **Agency Commission by Office** – Displays commission transactions for the selected date(s), summarized by agency office. This option is available only when multiple offices are entered in Agency Information Setup.
 - **Agent Commission** – Displays commission transactions for the selected date(s), summarized by agent.
3. Select **Agent Commission** from the **Summarize by** drop-down list.
 4. Select **Agent Paid Date** from the **Filter by** drop-down list.
 5. Select **Date** from the **Date Filter** drop-down list.
 6. Enter the agent paid date in the **Date** field.

This should be the Agent Paid Date you entered when [reconciling](#) the commission statements with the commission transactions.

7. Check the **Transactions must be reconciled** box.
8. Click **OK** to generate the statement.

The statement displays a list of agents and the commission total for each.

9. *Optional:* Double-click on a line item to view details for that agent.



To view details for more than one agent, use the **Ctrl** key to select the agents, and then right-click to select **Detail Report from Selected Entries**.

To copy/export to Excel

Copy/paste statement details to Excel

You can copy the entire statement, or copy specific rows. To select multiple rows, hold **Ctrl**, and click to select line items.

1. Click **File>Copy Report to Clipboard**.

The **Choose action to perform** dialog opens.

2. Choose to **Copy the entire table**, or **Copy selected row(s)**.
3. Optional: Include the header row.
4. Click **OK**.
5. Open a blank Excel worksheet, and then paste the statement into cell A1.

OR

Export statement to Excel

You can copy the entire statement, or copy specific rows. To select multiple rows, press the **Ctrl** key and click to select line items.

1. Click **File > Export** in the top menu bar.
The **Export Items** dialog opens.
2. Click **Browse** to select a folder destination on your computer.
3. Make the following selections in Windows File Explorer:
 - a. Give your file a name in the **Windows Explorer File** name field.
 - b. Select **Comma Delimited Text (*.csv)** in the Windows Explorer **Save as type** drop-down.
 - c. Click **Save**.
4. Choose to Export **All Items** or **Selected Items**.
5. Click **OK** to export.

You can now open the CSV file with Excel.

To print the agent commission paid statement



To print the **Commission Statement Detail** for the selected agent(s) only, highlight the agent(s) initials on the statement prior to step 1.

1. Click on the **Print Commission Statements** button at the top of the statement.

The **Print** dialog opens.

- a. Select the **Report Type** from the drop-down list.
 - **Commission Statement Detail** – Prints a list of commission transactions, by agent.
 - **Commission Summary** – Prints commission totals for each agent.
 - b. Select Items to Print.
 - c. Click **OK**.
2. Select a printer, and then click **Print**.
 3. Click **File > Exit** to close the report.
-

To export a statement to HawkSoft Reports

You can export commission statement details to HawkSoft Reports, which gives you more control over how to summarize the data.



Required Permissions:

In order to complete this task, user permissions must be set to include:

Reports > Advanced Reports

See [Setting User Permissions](#) for more information.

1. Select the agents you want to see commission details for.



To view details for more than one agent, use the **Ctrl** key to select multiple agents.

2. Right-click and select **Detail Report from Selected Entries**.
3. Click **Send to CMS Reports**.

A CMS statement of the selected agent(s)' commission statement details opens.



To generate a report containing all of your agent commissions, see [Commission Reports](#).

Printing an agency commission paid statement

An Agency Commission Paid Statement displays a summary of the commission transactions that have been [reconciled](#) in HawkSoft CMS. This report is useful for creating a summary of commission paid to the agency on a per carrier basis for a specified time period.

To create an agency commission paid statement

1. Click **Accounting > Commission Report** from the main CMS menu bar.

The **HawkSoft Commission Accounting** window opens.

2. Click  **Print Statements**.

The **Statements** dialog opens.

3. Select one of the following options to summarize the statement:
 - **Agency Commission by Carrier** – Displays commission transactions for the selected date(s), summarized by carrier(s).
 - **Agency Commission by Office** – Displays commission transactions for the selected date(s), summarized by agency office. This option is available only when multiple offices are entered in Agency Information Setup.
4. Select **Agent Paid Date** from the **Filter by** drop-down list.
5. Select a date from the **Date Filter** drop-down list.
6. Enter the **Agent Paid Date** in the **Date** field.

This should be the Agent Paid Date you entered when [reconciling](#) the commission statements with the commission transactions.

7. Check the **Transactions must be reconciled** box.
8. Click **OK** to run the report.

The statement report displays the summary of carriers and the commission total for each.

9. Optional: Double-click on a carrier (or Agency Office) to view the detail for that selection.



To view details for more than one carrier, use the **Ctrl** key to select the carriers, and then right-click to select **Detail Report from Selected Entries**.

To copy/export to Excel

Copy/paste report details to Excel

You can copy the entire report, or copy specific rows. To select multiple rows, press the **Ctrl**, key and click to select line items.

1. Click **File > Copy Report to Clipboard**.

The **Choose action to perform** dialog opens.

2. Choose to **Copy the entire table**, or **Copy selected row(s)**.
3. Optional: Include the header row.
4. Click **OK**.
5. Open a blank Excel worksheet, and then paste the statement into cell A1.

OR

Export report to Excel

You can copy the entire report, or copy specific rows. To select multiple rows, press the **Ctrl**, key and click to select line items.

1. Click **File > Export** in the top menu bar.

The **Export Items** dialog opens.

2. Click **Browse** to select a folder destination on your computer.
3. Make the following selections in Windows File Explorer:
 - a. Give your file a name in the **Windows Explorer File** name field.
 - b. Select **Comma Delimited Text (*.csv)** in the Windows Explorer **Save as**

type drop-down.

- c. Click **Save**.
4. Choose to Export **All Items** or **Selected Items**.
5. Click **OK** to export.

You can now open the CSV file with Excel.

To print the agency commission paid statement



For best results, print from the initial **All Agency Commission by Carrier** screen. Printing from a specific carrier detail view is not recommended because it is not formatted to fit on an 8 1/2 x 11 sheet of paper.

1. Click the **Print Commission Statements** button at the top of the report.



This is different from the **Print Statements** button.

The **Print** dialog opens.

2. Select the **Report Type** from the drop-down list.
 - **Commission Statement Detail** – Prints the commission transaction detail for the carrier.
 - **Commission Summary** – Prints the commission summary, with the totals for each carrier.
 3. Select whether to **Print All Items** on the report or **Selected Item(s)**.
 4. Click **OK**.
 5. Select a printer, and then click **Print**.
-

To export a statement to HawkSoft Reports

You can export commission statement details to HawkSoft Reports, which gives you more control over how to summarize data.



Required Permissions:
In order to complete this task, user permissions must be set to include:

Reports > Advanced Reports

See [Setting User Permissions](#) for more information.

1. Select the carriers you want to see commission details for.



To view details for more than one carrier, use the **Ctrl** key to select multiple carriers.

2. Right-click and select **Detail Report from Selected Entries**.
3. Click **Send to CMS Reports**.

A CMS Report of the selected carrier(s)' commission statement details opens.



To generate a report containing all of your agency commissions, see [Commission Reports](#).

Related Topics

[Importing Commission Statements](#)

[Reconciling a Non-Imported Commission Statement](#)

[Working with Commission Paid Report Data](#)

Commission Reports

HawkSoft enables you to create a detailed report of commission transactions for a specified date period.

This article is intended to help you generate a Commission Report, modify the view and content of the report to show the specific information needed, as well as print and/or export the final report.

In this topic:

[Commission Reports](#)

[Commission Reports](#)

[Commission Reports](#)

[Commission Reports](#)

This task is typically performed by an Owner/Administrator, Manager, or Bookkeeper.



Required Permissions:

In order to complete this task, user permissions must be set to include:

Accounting > Commission Reports
Reports > Advanced Reports

See [Setting User Permissions](#) for more information.

Creating a commission report

First generate the report, then you can filter results to get the report you need.

1. Click **Accounting > Commission Report** from the main CMS menu bar.



2. Click **Report**.

3. Choose a filter option from the **Filter by** drop-down list.

- **Agent Paid Date** – (Recommended) Select to filter the Commission Paid Report by the date the agent is paid. This date is typically a payroll date for the agents.

CMS includes transactions with matching **Agent Paid Date** and **Agent Commission Paid Date**. These dates are entered in the **Commission Reconciliation Report-Statement Info** dialog when you reconcile commission statements.

- **Reconcile Date** (Agency Paid Date) – Select to filter the report by the commission statement reconciliation date.
- **Statement Date** – Select to filter the report by the commission statement date.

4. Select **Date** from the **Date Filter** drop-down list.

5. Enter the agent paid date in the **Date** field.

This should be the Agent Paid Date you entered when **reconciling** the commission statements with the commission transactions.



HawkSoft's recommended commissions workflow is to use the same date of the month for all Agent Commission Paid Dates when reconciling. If this workflow is followed, all reconciled commission transactions for the month in question should appear on the Commission Paid Report when the Agent Paid Date is set to that specific day of the month.

For example: If you pay your agents on the 20th of every month, use the 20th of every month as the Agent Paid Date for all future reconciliations. If you want to run a Commission Paid Report for all transactions in August, select August 20th in the report filters, and all transactions in August should appear on the report (assuming this reconciliation workflow is always followed).

6. Click **OK** to run the report.

The report begins processing. Once processed, a CMS Reports window appears with a Commission Detail report of reconciled transactions for the selected date.



To view a client file for a specific transaction, double-click on the transaction.

About the CMS Reports Toolbar

Agency Intelligence	Click to access predefined Agency Intelligence Reports .
Sales & Retention	Click to access predefined Sales and Retention Reports .
Advanced	Click to create a new customized report using the Report Generator. See Advanced Customized Reports for more information.
Open	Opens the Agency Documents folder where your memorized and saved reports are located. Select a report and click Open . See Report Templates (Memorized) and Saved

	Reports for more information.
Save	Save the report to your Haw/Agency Documents folder. This option is available for Advanced Reports or once you drill-down in an Agency Intelligence or Sales & Retention report.
Print	Click to send the report to the selected printer. You must have permissions to Reports: Allow Printing for this option to be enabled. See Setting User Permissions .
Refresh	For Agency Intelligence and Sales & Retention reports, this button refreshes the data to reflect any recent changes in your agency's database since the report was opened.
Summary	Opens the Create Summary dialog to enable you to filter data further. This option is available for Advanced reports , or once you drill-down in an Agency Intelligence or Sales & Retention report.
Tutorial	Click to open a brief reports tutorial.

About the Commission Detail report columns

Client ID	This client's unique ID, as found in Customer ID field in the top-left of the client file.
Name	Client name.
Client State	The state that the client's physical address is located in. If the client does not have a physical address, the mailing address is used instead.

Company	Carrier name.
Policy Number	Policy number.
Application Type	Application type for the policy (e.g. Personal, Commercial, Agriculture).
Policy Title	Title of the policy. This is usually the ACORD standard code for the policy.
Statement Date	Statement date for the source statement. Format: MM/DD/YYYY
Transaction Type	Type of commissionable transaction.
New/Renew	This column specifies if the policy is new or a renewal.
Effective Date	Effective date of the policy term. Format: MM/DD/YYYY
Premium Paid On	Commissionable premium for the policy term.
Agency Paid Date	Date of commission payment to the agency. Format: MM/DD/YYYY
Agency Commission	Commissionable Amount paid to the agency, including commission owed to the agent(s).
Agency Commission %	Percent of premium paid to the agency as commission. This value is calculated when running the report.
Agent Paid Date	Date of commission payment to the agent(s). Format: MM/DD/YYYY
Total Agent Commission	Sum of commission paid to Agent 1, Agent 2, and Agent 3 on the policy. This value is calculated when running the report.
Total Agent Commission %	Percentage of commission paid to Agent 1, Agent 2, and Agent 3.

Commission Net Revenue	Amount of commission paid to the agency, less commission paid to the agent(s).
Agent 1	CMS Initials for Agent 1 on the policy.
Agent 1 Commission	Amount of commission paid to Agent 1.
Agent 1 Commission %	Percent of commission paid to Agent 1.
Agent 2	CMS Initials for Agent 2 on the policy.
Agent 2 Commission	Amount of commission paid to Agent 2.
Agent 2 Commission %	Percent of commission paid to Agent 2.
Agent 3	CMS Initials for Agent 3 on the policy.
Agent 3 Commission	Amount of commission paid to Agent 3.
Agent 3 Commission %	Percent of commission paid to Agent 3.
Office	Agency office this policy is assigned to. This column will be blank for agencies that do not use offices.
Agent Code	Agent code for the policy.
Source	Source for the policy.
Billing Type	Billing type for the policy.
Inception Date	Inception date for the policy. Format: MM/DD/YYYY
Policy Index	This policy's tab number on the client file. For example, 3-Home .

Modifying the report view and content

Use the following options to obtain the specific information you need from the report.

To filter report data

You can filter the Commission Report data to show only results which match a certain field.

1. Select the field to search by from the **Filter** drop-down, above the table of commission transactions.
2. Type in the string to filter results by in the field to the right of the Filter drop-down.

Only commission transactions that match your designated filter will appear in the report.

Example: If we want to filter the results to only show transactions in which the client is located in Oregon, we would choose Client State in the Filter drop-down, and then type in OR in the field to the right.

To rearrange columns

Click and hold your mouse over any of the column headings, and then drag and drop column headings horizontally to rearrange the order.

To sort by a column

To sort the column data, click the column heading.

To reverse the sort order, click the column heading again.

To create a new report from selected entries

You can select specific entries in the report to create a sub-report of only those entries.

1. Press and hold the **Ctrl** key and select specific entries.

OR

To select a range of line items, select the first item, and then press the **Shift** key to select the last item to be included in the section.

2. Right-click any of the selected entries and choose **New Report from Selected Entries**.
-

To summarize a report

The Summary function enables you to summarize data by selected criteria and then further manipulate the summarized data. A Report can be summarized multiple times, giving you the ability to drill-down to the necessary level of detail.

1. Click **Summary** on the report toolbar.
The **Create Summary** dialog opens.
2. Select a field from the **Summarize** list.
3. *Optional:* Select the format for the **Group by** options.



The **Group By** drop-down list is available only for date and status fields.

4. Click **OK**.

The summary lists the items by description.

Example: When a report is summarized by 'Name', all names matching the same description are listed on the same line.

5. Highlight the line item(s) you are searching for, and then right-click to select **New Report**.



If needed, you can use the **Ctrl** key to select more than one line item.



Each time you generate a new report, a tab is created at the top of the report. You can click on the tabs to view the different reports.

6. To view a client file for a specific line item, double-click on it to open the client file.

Export report data

HawkSoft CMS enables you to export data from CMS reports. You can copy and paste data into an Excel spreadsheet, or select one of the Export options available when you click **File > Export** from the menu bar at the top of the CMS report.



Required Permissions:

In order to complete this task, user permissions must be set to include:

Reports > Output of Advanced Reports/Activity Reports > Allow Printing, Saving,



and Exporting of Report Data

See [Setting User Permissions](#) for more information.

Copy/Paste report data

You can copy and paste report data into a Microsoft Excel® document.

1. Select the line items to be copied.

Press and hold the **Ctrl** key and select specific entries.

OR

To select a range of line items, select the first item, and then press the **Shift** key to select the last item to be included in the section.

2. Click **Edit > Copy** from the Report menu bar.

The **Choose action to perform** dialog opens.

3. Select **Copy selected row(s)** or **Copy entire table**.

a. *Optional:* If you selected the entire table, you can select **Include header row**.

4. Click **OK** to copy.

5. Open a blank Excel document.

6. Place your cursor in the first cell, and then click the **Paste** icon at the top of the Excel document.
-

Export menu options

You can easily export the report using the Export menu.

1. Click **File > Export > Report**.

The standard Windows® **Save As** dialog opens.

2. Navigate to the location where you want to save the report.

3. Save the report with one of the following file types:
-

- **Text Files (*.txt)** – Exports data as a text file.
 - **Comma Delimited File (*.csv)** – Exports data in a structure that can be opened with any spreadsheet software you have installed on your computer, such as Excel®.
-

Print report data

HawkSoft CMS enables you to print your report using your local printer.

Formatting the report for print

Unlike saving the report electronically, the size and content of the report is constrained by paper size. Therefore, before the report can be printed, the report must be formatted for printing to prevent truncated or omitted data.

1. With the report open, select **File > Print Preview**, and then click **OK** on the **Enter Report Title** dialog.
2. Preview the report.

If the report looks good, click **Close**, and then skip to [Print the Report](#).

OR

If the report is cut off or missing data, you can format the report to fit your paper size, or change the page orientation.


Format report options

Click and drag the edges of the column headers to resize column widths. The width of the columns in the report window determine the width of the columns on paper.

Change page orientation

Select **File > Print Setup > Landscape**, and then click **OK** to grant more column space.

Print the report

1. With the report open, click  **Print**, and then enter a report title.
2. Click **OK**.

The **Print** dialog opens.

3. Select your printer.



You can click Properties to change print options if needed. Available print properties will vary by printer and printer drivers.

4. Click **OK**.

The report is sent to the selected printer.

Related Topics

[Commission Tracking Overview](#)

[Commission Paid Statements](#)

[Importing Commission Statements](#)

[Reconciling a Non-Imported Commission Statement](#)

[Working with Commission Paid Statement Data](#)

Creating an Agency Unpaid Commission Report

HawkSoft CMS enables you to create a report which includes all of your agency's new policies that have commissions not yet paid. This report helps your agency to identify any missing statements or payments.



Required Permissions:

Typically, an Owner/Administrator or Manager creates reports. CMS does provide the ability to allow limited access to any user whose job responsibilities include this task.

Example: An agency owner may allow access to Advanced Reports, but can limit a user's ability to print, export, and/or save report data.

See [Setting User Permissions](#) for more information.

In order to complete this task, user permissions must be set to include:

Reports > Advanced > Create New Reports > Run Memorized Reports



The User List permission, **Output of Advanced Reports**, contains a secondary permission related to the ability to print, export, and/or save report data.

Running a Production report to show policies with unpaid commission

1. Click **Reports > Advanced Reports** from the main CMS menu bar.

2. Select **Production Report** from the Memorized Report list.

If Production Report isn't available from your Memorized Reports list, see [Custom Reports: Step by Step](#) for detailed instructions.

After you select the Production Report, the **Policy Type Filter** dialog opens.

3. Optional: Change the selected **Policy Types** if needed.

4. Click **Next**.

The **Report Generator Filters** dialog opens with Filters set for the Production Report.

5. **Filter 1** defaults to the Inception Date. Modify the **Date Range** for policies with an Inception Date within a specific range.

6. **Filter 2** defaults to the policy Status. The “Not box” is checked. This filters out the policies you do not want to include in the report.

7. For **Filter 3**, select **Commission Filters: Reconciled Agency Commission**, and then check the **No** box to the right of the filter.

8. Click **Next**.

9. Click **Next** again to skip the additional filters.

The **Report Layout** opens.

10. Click **Next** again to skip the additional filters.

The **Report Layout** dialog opens.

11. Click **Add/Edit** to modify the list of output fields for your report.

12. Scroll to the bottom of the list, and then select the **Commission** check box.

This will include **Agency Commission** and **Last Reconciled Date**.

13. Click **OK** to close the Add Report Field dialog.



The field selections are not automatically saved to this report layout. To save your field selections to a report layout, you must save the layout with a new Report Layout name.

14. Optional: Save the report layout.

This doesn't save the report filters, only the field layout.

- a. Click **Save Layout** to save the list of Report Fields as a new Report Layout.
- b. Enter a **Layout Name**, and then click **OK**.

15. Optional: Enter a **Report Title** if you plan to save the report results.

For example, you can save this report layout as "Unpaid Commission Report" for future access.

16. Click **Finish**.

17. Optional: With the report open, you can save this report as a new [Memorized Report](#) with the Filter changes that you made. Click **File** > **Save Memorized Report**, and then give the report a title, such as *Unpaid Commission Report*.

Next time you need to run this report, you can quickly run it from the Memorized Reports list.

The CMS Report Generator displays the results. To modify the report view and the content, see [Working with Report Data](#).

Related Topics

[Advanced Customized Reports](#)
[Commission Tracking Overview](#)
[Custom Reports: Step by Step](#)
[Report Templates \(Memorized\)](#)
[Working with Report Data](#)

Correcting a Reconciled Commission Transaction

A reconciled commission transaction may need to be edited if a commission was reconciled with inaccurate information, such as a wrong commission amount to an agent/the agency or a commission assigned to the wrong agent.

HawkSoft CMS enables you to modify a reconciled commission transaction to correct any mistakes made during reconciliation.. This includes editing a transaction that has already been included on a commission paid report.



Internal: It is also possible to re-import an already reconciled commission statement to fix the reconciled transactions on that statement. The internal section at the bottom of this article gives you steps to assist a customer with re-importing a reconciled commission statement. However, commission transactions cannot be undone or manually edited en masse.

This article describes the steps to correct a commission transaction directly from a policy. Modifying a previously reconciled transaction will change the results of the commission paid report.



A commission transaction can also be modified on the Reconcile Report during reconciliation. To modify a transaction from the Reconcile Report, see [Modifying Commission Transactions During Reconciliation](#).



To correct an entire commission statement that has been previously reconciled, contact HawkSoft [Product Support](#).

Correcting commission transactions on a policy is typically performed by an Owner/ Administrator, Manager, or Bookkeeper.

In this topic:

[Editing a Reconciled Commission Transaction](#)

[Removing a Reconciled Commission Transaction](#)



Required Permissions:
In order to complete this task, user permissions must be set to include:

Accounting > Edit Policy Commission

See [Setting User Permissions](#) for more information.

Editing a reconciled commission transaction

Editing a commission transaction directly from a policy is done on the **Edit/Add-Transaction** dialog. This dialog contains the details of the commission transaction.

1. Retrieve the client file, and then select the policy that the commission transaction was assigned to during the reconciliation.
2. Click **Action**, and then select one item in each of the first three lists to describe what prompted this transaction.
3. Select **Customer Accounting**.
4. Select **Commission Accounting**.

The **Commission Accounting** dialog opens with the Transactions screen open. Transactions that are reconciled are identified by a blue **R** in the Action column.

5. Select the reconciled transaction that needs to be edited, and then click **Edit**.

The **Edit/Add Transaction** dialog is grayed out. In the lower right of the dialog, **Reconciled** is checked. A **Date** field and a **Statement Date** field display the reconcile date and the statement date from the reconciliation process.

6. Uncheck the **Reconciled** box.

A confirmation dialog appears.

7. Click **Yes**.

All the fields in the **Edit/Add - Transaction** dialog are now active.

8. Modify the **Edit/Add - Transaction** fields as needed.

See [The Edit/Add Transaction Dialog](#) for a description of this dialog and fields.

9. Optional: Modify the (Agent) **Paid Date** field in the Agency Commission section of the **Edit/Add - Transaction** dialog if the commission should be paid on a different date.
10. Check the **Reconciled** box after modifying the **Edit/Add - Transaction** fields as needed.

The Edit/Add - Transaction fields are grayed out again.



After editing is complete, the reconciled transaction appears when running a Commission Paid Report.

11. Click **OK** to close the **Edit/Add - Transaction** dialog.
12. Click **Finish** to close the **Commission Accounting** dialog.

13. Click **Finish** to close the Action menu.

The [Add Log Entry Comments](#) dialog opens.

14. Add comments as needed, and then click **OK**.

Run the [Agent](#) or [Agency](#) Commission Paid Report to see the modified commission transaction.

Removing a reconciled commission transaction

1. Retrieve the client file, and then select the policy that the commission transaction was assigned to during the reconciliation.
2. Click [Action](#), and then select one item in each of the first three lists to describe what prompted this transaction.
3. Select **Customer Accounting**.
4. Select **Commission Accounting**.

The **Commission Accounting** dialog opens. Transactions that are reconciled are identified by a blue **R** in the Action column.

5. Select the reconciled transaction that needs to be removed, and then click **Remove**.

A confirmation message appears.

6. Click **Yes** to verify removal of the reconciled transaction.

7. The commission transaction is removed from the **Transactions** screen.

8. Click **Finish** to close the **Commission Accounting** dialog.

9. The removed commission transaction will not appear on a Reconcile Report or Commission Paid Report.

10. Click **Finish** to close the Action menu.

The [Add Log Entry Comments](#) dialog opens.

11. Add comments as needed, and then click **OK**.

Run the [Agent](#) or [Agency](#) Commission Paid Report to see the modified commission transaction.

Related Topics

[Commission Tracking Overview](#)

[Creating Commission Transactions on a Policy](#)

Creating a Reconcile Report
Modifying Commission Transactions During Reconciliation
Overriding Commissions
Reconciling a Non-Imported Commission Statement
